

**WRITTEN STATEMENT OF**  
**METROCAST CABLEVISION OF NEW HAMPSHIRE, LLC**

October 17, 2014

**VIA ECFS**

Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

Attn: Ryan Yates, Esq.; Telecommunications Access Policy Division,  
Wireline Competition Bureau

**Re: WC Docket Nos. 10-90, 14-93; DA 14-92;**  
**Connect America Fund Phase II Challenge**

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Dear Mr. Yates:

MetroCast Cablevision of New Hampshire, LLC (“MetroCast”), FRN 0003784063, hereby responds to FairPoint Communications’ challenge that the census blocks set forth on the attached FCC Form 505 are not served by a provider offering qualifying residential fixed voice and broadband services. MetroCast hereby certifies that qualifying residential fixed voice and broadband services are provided in all the New Hampshire census blocks set forth on the attached FCC Form 505. MetroCast demonstrates that it serves these census blocks with voice and broadband services meeting the Commission’s performance and pricing criteria using the following attached evidence, including but not limited to: (i) subscriber invoices for each census block (redacted to protect personally identifiable information and CPNI); (ii) census information indicating the census block in which an address is located; (iii) copies of performance and pricing information provided publicly on MetroCast’s website; (iii) copies of MetroCast’s Acceptable Use Policy and Network Management Policy; and (iv) copies of MetroCast’s marketing materials promoting the availability of internet and voice services.

1. **Served Census Blocks:** The attached redacted subscriber invoices demonstrate that MetroCast serves the relevant census blocks as defined by the Commission’s standards. All MetroCast services, including broadband internet, digital voice and digital video products, are available in the census blocks set forth on the attached FCC Form 505.
2. **Broadband and Voice Service.**
  - a. **Broadband Speed:** The attached copy of MetroCast’s Network Management Policy, as well as and copies of screenshots from MetroCast’s website, confirm that two of MetroCast’s internet service plans, the High Speed Internet and the High Speed Ultra, offer mean speeds of 16.34 Mbps / 1.43 Mbps and 45.52 Mbps / 4.55 Mbps, respectively, which meet or exceed the FCC’s speed threshold of at least 4 Mbps downstream and 1 Mbps upstream.
  - b. **Broadband Usage Allowance:** The attached copy of MetroCast’s High Speed Internet Acceptable Use Policy (“AUP”) demonstrates that three MetroCast internet service plans have usage allowances equal to or exceeding the Commission’s 100 GB performance standard: the High Speed Basic, the High

Speed, and the Gamer offer usage allowances of 100 GB, 250 GB, and 350 GB, respectively.

- c. **Broadband Latency**: The attached copy of MetroCast's Network Management Policy confirms that all MetroCast's internet service plans have a latency of 21ms, which is far below the Commission's maximum 100ms performance criterion.
- d. **Broadband and Voice Pricing**: MetroCast's pricing in the challenged census blocks are "reasonably comparable" under the Commission's standards to prices offered in urban areas for the same or similar services. As reflected in the attached screenshots of MetroCast's website, MetroCast's rates are identical in both urban and rural areas; in fact, MetroCast offers uniform rates throughout the entire state of New Hampshire. In addition, MetroCast's rates are less than the FCC's interim benchmark prices: MetroCast's non-promotional price for voice services, \$44.95, is below the FCC's voice-services benchmark of \$46.96, and MetroCast's non-promotional price for qualifying broadband services starts at \$50.95, far below the FCC's benchmark of \$60 for qualifying broadband services.
- e. **Voice Service**: As demonstrated by MetroCast's FCC Form 477, MetroCast itself provides Voice Over Internet Protocol ("VoIP") voice service in the state of New Hampshire, including the census blocks set forth on the attached FCC Form 505.

In sum, MetroCast serves all the New Hampshire census blocks included on the attached FCC Form 505 with voice and broadband services that meet or exceed the Commission's performance and pricing criteria.


MetroCast is a leading provider of High Speed Internet, Digital Voice and Digital Video services to residents and businesses in small towns and rural areas in Alabama, Connecticut, Maine, Maryland, Mississippi, New Hampshire, Pennsylvania, South Carolina and Virginia. MetroCast is focused on serving small towns and rural areas with the same advanced products and services that are available in more urban areas. More information can be found at [www.MetroCast.com](http://www.MetroCast.com).

Please contact us if you have any questions regarding the foregoing or require additional evidence.

Respectfully submitted,

/s/

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MetroCast Cablevision of New Hampshire, LLC  
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-  **INTERNET**
- High Speed Internet

Internet Speeds

Wireless Networking

WiFi Hotspots

Network Management

Cable vs. DSL

Local Web Portal

Access WebMail

Spam & Virus Filter

Support Center

Service Assurance Plan

Packages & Sign Up!

-  **PHONE**
- VIP PACKAGE**
-  **VIDEO**

## Internet Speeds

With speeds faster than dial up and DSL, you'll never want to be without it. Play, e-mail, shop online, pay bills, do whatever you need to do in no time at all. And, because MetroCast Internet Service uses the cable television wires, service is available in all areas served by MetroCast High Speed Internet.

New Hampshire - Maine - Connecticut - Maryland - Virginia - Pennsylvania - Mississippi

Internet Access	High Speed Basic	High Speed Internet	High Speed Ultra
\$26.95/mo*	\$39.95/mo*	\$50.95/mo*	\$69.95/mo*
up to 256 Kbps downloads 128 Kbps uploads	up to 4 Mbps downloads 384 Kbps uploads	up to 15 Mbps downloads 1 Mbps uploads	up to 50 Mbps downloads 5 Mbps uploads
great for browsing and checking email	great for browsing, checking email and streaming music	great for downloading pictures and music, light video streaming and casual gaming	great for multi-user households, frequent gaming and video streaming

Forest & Kosciusko, Mississippi

Internet Access	High Speed Basic	High Speed Internet	High Speed Ultra
\$26.95/mo*	\$39.95/mo*	\$50.95/mo*	\$69.95/mo*
up to 256 Kbps downloads 128 Kbps uploads	up to 2 Mbps downloads 256 Kbps uploads	up to 7 Mbps downloads 512 Kbps uploads	up to 10 Mbps downloads 1 Mbps uploads
great for browsing and checking email	great for browsing, checking email and streaming music	great for downloading pictures and music, light video streaming and casual gaming	great for multi-user households, frequent gaming and video streaming

South Carolina

Internet Access	High Speed Basic	High Speed Internet	High Speed Ultra
\$26.95/mo*	\$39.95/mo*	\$50.95/mo*	\$59.95/mo*
up to 256 Kbps downloads 128 Kbps uploads	up to 2 Mbps downloads 256 Kbps uploads	up to 7 Mbps downloads 512 Kbps uploads	up to 10 Mbps downloads 1 Mbps uploads
great for browsing and checking email	great for browsing, checking email and streaming music	great for downloading pictures and music, light video streaming and casual gaming	great for multi-user households, frequent gaming and video streaming

Mississippi

High Speed Economy
\$29.95/mo*
up to 1.5 Mbps downloads 256 Kbps uploads



is available

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- INTERNET
- PHONE
- VIP PACKAGE

## Package Pricing

Please note: By completing this form you are not actually signing up for service. Your MetroCast Customer Service Representative will be contacting you within 24 hours to confirm your order, get any additional information needed and schedule your installation.

### Get it all with a VIP Bundle!

Bundle with VIP and SAVE BIG off a la carte rates!

Effective January 2014

Sign Up Now!

Call Us:

[Find your local office »](#)

Chat With Us:

[Click here](#) for LIVE CHAT

Sign Up Now!

Make your selections using the form on this page and we'll contact you to set up installation!

[SIGN UP ▶](#)



Check your local lineup!

See what service levels have your cable favorites.

[Click Here ▶](#)

### VIP Bundles\*



Video, Internet & Phone Bundles

[View VIP Bundles!](#) ☐

### Products & Rates

Choose the levels of entertainment that are right for you and your family!

[Customize It](#) ☒



#### Digital Cable TV

Basic	\$30.95	<input type="checkbox"/>
Expanded Basic	\$72.95	<input type="checkbox"/>
Digital Cable*	\$85.90	<input type="checkbox"/>
Digital Plus*	\$93.85	<input type="checkbox"/>



#### High Speed Internet

High Speed Basic	\$39.95	<input type="checkbox"/>
High Speed Internet	\$50.95	<input type="checkbox"/>
High Speed Ultra	\$69.95	<input type="checkbox"/>



#### Digital Phone Service

Digital Phone**	\$44.95	<input type="checkbox"/>
Unlimited local and long distance in the United States and Canada!		

### Equipment

Digital Converter	<input type="text" value="0 for \$0"/>
HDTV Converter	<input type="text" value="0 for \$0"/>
HD/DVR Converter	<input type="text" value="0 for \$0"/>
Cable Card <sup>0</sup>	qty <input type="text" value="1"/> <input type="checkbox"/>
DTA <sup>0</sup>	qty <input type="text" value="1"/> <input type="checkbox"/>
HD DTA	\$3.95 <input type="checkbox"/>
eMTA Rental	\$6.00 <input type="checkbox"/>
Standard Wired Modem Rental	\$5.00 <input type="checkbox"/>
Wireless Internet Modem Rental	\$7.00 <input type="checkbox"/>

### Additional Services



HD Broadcast signals are included FREE with subscription to Basic! **Add HD Ultra Service** \$7.95 ☐



Add mDVR in up to 3 rooms! \$9.95 ☐

### Premium Channels

Multiple channels from your favorite networks



Add HBO Multiplex \$18.95 ☐



Add Showtime Multiplex \$15.95 ☐



Add Cinemax Multiplex \$9.95 ☐



Add Starz/Encore Multiplex \$15.95 ☐

### Service Assurance Plan

\$3.95 ☐

[Check out our promotions!](#) [▶](#)

Monthly Total:

[Get Started Today!](#)

[SIGN UP ▶](#)

Sign up  
Now ▶

Call Us:  
1.888.339.3605

Chat With Us:  
[Click here](#) for LIVE CHAT

Sign Up Now!  
Make your selections using the form on this page and we'll contact you to set up installation!

\* Additional video services may be required for MetroCast Digital Cable services. Equipment not included but is required. In order to receive any MetroCast Digital Cable services at any level a converter of your choice is required. For MetroCast Internet Service a Modem is required. And, to receive MetroCast Digital Phone Service a Phone eMTA is required. Digital Phone may not be available in all areas, [click here](#) to see if it is available in your area.

†HD Broadcast signals are included with subscription to Basic. To receive HDTV signals provided by MetroCast, either an HDTV capable television set (not provided by MetroCast) and an HDTV capable digital converter or an HDTV capable television set with an integrated HD QAM tuner (not provided by MetroCast) is required. In addition, to receive Expanded Basic HD, Digital Cable HD or Premium HD signals, a subscription to that service and a HDTV capable digital converter is required. Additional equipment charges may apply. HD Ultra+ is available as a monthly subscription.



is available

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# MetroCast High Speed Internet Acceptable Use Policy

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MetroCast Communications ("MetroCast") is dedicated to providing high quality Internet service for our customers. As part of our efforts to accomplish that objective, MetroCast has implemented this Acceptable Use Policy (this "Policy") for MetroCast High Speed Internet Service for residential customers (the "Service"). This Policy is in addition to the terms and conditions set forth in the [MetroCast Subscriber Agreement](#) and the [MetroCast High Speed Internet Privacy Policy](#).

All customers, as well as any other users, of the Service (the "subscriber," "customer," "user," or "you") must comply with this Policy. If you do not agree to comply with this Policy, you must immediately stop using the Service and notify MetroCast.

## Prohibited Uses

You may not use the Service, any MetroCast equipment or any connected device to:

- ✦ undertake or accomplish any unlawful purpose, including, but not limited to, posting, storing, transmitting or distributing information, data or material that is obscene, illegal, threatening, libelous or defamatory, or that in any way promotes illegal activity, could reasonably be expected to lead to civil liability or otherwise violate any local, state, federal or international law, order, rule or regulation;
- ✦ infringe the intellectual property rights of any person or entity, including, but not limited to, uploading, posting, publishing, transmitting, reproducing, creating derivative works of, or distributing in any way, information, software or other material obtained through the Service or otherwise that is protected by copyright or other proprietary right without first obtaining appropriate authorization;
- ✦ post, store, transmit or distribute any information, data or material that a reasonable person could deem to be indecent, pornographic, harassing, threatening, vulgar, hateful, racially or ethnically offensive or otherwise inappropriate, regardless of whether such information, data or material or its distribution is unlawful;
- ✦ harm or attempt to harm a minor, including, but not limited to, using the Service to send pornographic, obscene or profane information, data or material;
- ✦ initiate, perpetuate, or in any way participate in any pyramid or other illegal solicitation scheme;
- ✦ engage in any fraudulent activity, including, but not limited to, impersonating any person or entity, engaging in sender address falsification, forging any other person's or entity's digital or manual signature, misleading or misrepresenting your identity or performing any other similar fraudulent activity;
- ✦ transmit or collect responses from bulk, commercial or unsolicited messages (also known as "spam");
- ✦ send multiple copies of the same or substantially similar messages, empty messages, or messages that contain no substantive content, or send very large messages or files to a recipient that disrupts a server, account, blog, newsgroup, chat or other similar service (also known as "mail bombing");
- ✦ collect or harvest emails, screen names or other identifiers of any persons or entities without their prior consent, or participate in "spidering";
- ✦ use or distribute tools designed or used for compromising security, such as password guessing programs, decoders, password gatherers, analyzers, cracking tools, packet sniffers, encryption circumvention devices, keystroke loggers, or Trojan Horse programs, or engaging in any unauthorized port scanning;
- ✦ violate the rules, regulations, terms of service or other policies applicable to any network, server, computer database, service, application, system or website that you access or use;
- ✦ access any other person's or entity's computer, software or data without their knowledge and consent, breach the security of another user or attempt to circumvent the user authentication or security of any host, network, or account, including, but not limited to, accessing data not intended for you, logging into or making use of a server or account that you are not expressly authorized to access or probing the security of other networks without express authorization to do so;
- ✦ distribute programs that make unauthorized changes to software (also known as "cracks");
- ✦ use or run dedicated stand-alone equipment or servers or programs from the customer's premises that provide network content or any other services to others, including, but not limited to, email, web hosting, file sharing and proxy services and servers;
- ✦ restrict, inhibit or otherwise interfere with the ability of any other person or entity, regardless of intent, purpose or knowledge, to use or enjoy their equipment or the Service, including, but not limited to, by posting or transmitting any information, software or material that contains a worm, virus or other harmful feature, or by generating levels of traffic sufficient to impede their ability to use, send or retrieve information; or
- ✦ restrict, inhibit, interfere with or otherwise disrupt or cause a performance degradation or manipulation, regardless of intent, purpose or knowledge, to the Service or any MetroCast (or MetroCast supplier) host, server, backbone network, node or service, or otherwise cause a performance degradation or manipulation to any MetroCast (or MetroCast supplier) facilities used to deliver the Service.

## You also may not:

- ✦ copy, distribute or sublicense any software provided in connection with the Service, except that you may make one copy of each software program for back-up purposes only;
- ✦ service, alter, modify or tamper with MetroCast equipment (including any embedded software) or the Service (including the speed of the Service) or permit any other person or entity who is not authorized by MetroCast to do so;
- ✦ access or use the Service with an Internet Protocol ("IP") address other than an IP address provided for you by MetroCast, or otherwise alter, modify or tamper with your IP address assignment or method of assignment;
- ✦ resell the Service or otherwise make available outside of the customer's premises the ability to use the Service (for example, through wi-fi or other methods of networking), in whole or in part, directly or indirectly, including, but not limited to, for operation as an internet service provider or for a business enterprise or purpose, whether or not for profit; or
- ✦ use the Service for any type of use that is not recreational, residential or personal use.

## Excessive Bandwidth Consumption

High-speed bandwidth and network resources are not unlimited. Managing MetroCast's network is essential as MetroCast works to promote the use and enjoyment of the Internet by our customers. As explained above, the Service is for recreational, residential and personal use. MetroCast has established a monthly bandwidth usage limit per Service account. Service usage may not exceed the following limits for each type of subscriber account:

**MetroCast Subscriber Account: Monthly Bandwidth Usage Limit:**

MetroCast Access	25 GB
MetroCast High Speed Basic	100 GB
MetroCast High Speed	250 GB
MetroCast Gamer	350 GB

Use of the Service in violation of the limits above is a violation of this Policy. Note that the retail names of the services (Access, High Speed Basic, High Speed and Gamer) may be subject to change.

Common activities that may cause excessive bandwidth consumption in violation of this Policy include, but are not limited to, numerous or continuous bulk transfer of files and other high-capacity traffic using hypertext transfer protocol ("HTTP"), file transfer protocol ("FTP"), video transfers, peer-to-peer applications and newsgroups. In the event that your usage of the Services exceeds the above-described limits, MetroCast may, in its sole discretion, suspend or terminate your Service account or request that you upgrade your Service level, or subscribe to a version of MetroCast's commercial grade Internet service if you wish to continue higher bandwidth consumption levels. MetroCast's determination of the level of bandwidth consumption by Service accounts is final and binding.

**Computer and Data Security**

You are responsible for maintaining the security of your computer and any other device that you use in connection with the Service, and any data stored on that computer or device. You are responsible for implementing standard anti-virus practices, including using anti-virus software with up-to-date virus definitions. If you use a wireless modem, router or other device in connection with the Service, you are also responsible for taking security measures that are recommended by the manufacturer of the wireless device.

**Email Accounts**

Without limiting any other termination rights that MetroCast has under this Policy, MetroCast reserves the right to disable any email account that is inactive for more than ninety (90) days, and to terminate any email account that is inactive for more than one (1) year. MetroCast will consider an email account inactive from the last date that you have logged into and accessed that email account. In order to avoid having your email account disabled, you must log into your email account at least once every ninety (90) days. MetroCast is not responsible for forwarding email sent to any account that has been disabled, suspended or terminated. At MetroCast's discretion, any such email will be returned to the sender, ignored, deleted, or stored temporarily. In the event that a Service account is terminated for any reason, all email associated with that account (and any secondary accounts) will be permanently deleted. MetroCast also reserves the right to delete any email message in any email account that has not been read or retrieved from the account for more than one hundred and twenty (120) days after such message is received. If MetroCast deletes email messages from your account, they may not be retrieved later. You are solely responsible for backing up and archiving any important email.

MetroCast also reserves the right to establish and modify general practices and limits concerning the use of email accounts, including without limitation, the maximum number of days that email messages will be stored, the maximum number of email messages that may be sent from or received by an email account, the maximum size of any email message that may be sent from or received by an account, and the maximum disk space that will be allotted on our servers to an e-mail account on your behalf. You agree that MetroCast has no responsibility or liability for the deletion of or failure to store any messages and other communications or other content maintained or transmitted by using a MetroCast email account. MetroCast may notify you of any such general practices or changes thereto by email.

**Policy Violations**

MetroCast, in its sole and absolute discretion and without limiting any other rights or remedies it may have, may suspend or terminate the Service for failure to comply with the provisions of this Policy.

If you are a subscriber to the Service, you are responsible for any violations of this Policy by anyone else using it through your account, regardless of whether the violation was done without your knowledge or consent.

You agree to indemnify, defend, and hold harmless MetroCast, its affiliates, shareholders, members, managers, officers, directors, employees and agents from and against any and all claims, demands, costs and expenses (including reasonable attorneys' fees and any cost or fees for investigation of such claims or demands) resulting from you or any user of your account violating this Policy.

MetroCast is not obligated to monitor the activity of Service accounts to determine whether there are violations of this Policy. However, MetroCast reserves the right to investigate suspected violations of this Policy, including the gathering of information from the user or users involved and the complaining party, if any, and examination of material on MetroCast's servers and network. The failure by MetroCast or its suppliers to enforce this Policy shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect.

**Policy Updates**

MetroCast reserves the right to update or modify this Policy from time to time. Any such update or modification will be effective immediately upon posting. MetroCast will use reasonable efforts to make customers aware of any changes to this Policy, which may include sending e-mail announcements or posting information on MetroCast's website. Customers of the Service should read any MetroCast announcements that they receive and regularly visit the MetroCast website and review this Policy to ensure that their activities conform to the most current version.

**Contact Us**

If you have any questions regarding this Policy or to report a violation of this Policy, please contact MetroCast at [aup@metrocast.com](mailto:aup@metrocast.com).

Effective Date: January 1, 2011





VIDEO

INTERNET

PHONE

VIP PACKAGE

# MetroCast Network Management Policy

Printer Friendly

## How does MetroCast apply the FCC's Open Internet Policies?

MetroCast provides Internet services to customers located in New Hampshire, Maine, Connecticut, Pennsylvania, Maryland, Virginia, Mississippi, Alabama and South Carolina. Our Internet services are provided over MetroCast's hybrid fiber optic-coaxial cable network, which also delivers video and voice services to our customers. We are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression.

The purpose of this disclosure is to provide information regarding our network management practices and the performance and commercial terms of our broadband Internet access services to enable our customers to make informed choices regarding the purchase and use of our services, in accordance with the disclosure rules of the Federal Communications Commission. MetroCast does not block any lawful content, applications, services, or our customers' use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our customers as described below. This disclosure is intended to be informational and does not replace or alter the legal terms and conditions of our service, which are posted at <http://www.metrocast.com/policies.cfm>.

## Internet Service Speeds

MetroCast's broadband Internet services are available at different upload and download speeds and price points depending on the uses that the customer wants to make of the broadband connection (e.g. email, web browsing, video and audio streaming, gaming, or downloading large files). The specific levels of Internet service that are available can be found at [http://www.metrocast.com/internet\\_packages.cfm](http://www.metrocast.com/internet_packages.cfm) for all residential Internet packages and at [http://www.metrocastbusiness.com/business\\_internet\\_packages.cfm](http://www.metrocastbusiness.com/business_internet_packages.cfm) for all commercial Internet packages<sup>1</sup>, where customers can also obtain information about the typical applications that are suitable for each service level.

While MetroCast engineers its network to achieve the "up to" speeds for each of the service levels offered, we cannot guarantee that individual customers always will experience those speeds. The following variables (which are often out of MetroCast's control) can affect the actual speeds experienced by a customer:

- Performance of a customer's computer**, including its age, processing capability, operating system, the number of applications running simultaneously, and the presence of any adware and viruses.
- Type of connection between a customer's computer and modem**. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion.
- The distance packets travel (round trip time of packets)** between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection may cross the networks of multiple providers before reaching its destination, and the limitations of those networks most likely will affect the overall speed of that Internet connection.
- Congestion or high usage levels**. If a large number of visitors are accessing a site or particular destination at the same time, a customer's connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. Performance also can be affected by heavy use of our Internet service by our customers, which sometimes results in periods of congestion within our network.
- Gating of speeds or access by the website or destination**. In order to control traffic or performance, many websites limit the speeds at which visitors can download material from their sites. Those limitations will carry through to a customer's connection.
- The performance of the cable modem you have installed**. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds. Please see the "Equipment" section below.

In addition to the variables described above, customers' Internet speed will depend on the service level to which they subscribe. MetroCast performed internal speed tests from a number of points within our networks. Performance data was collected during the "busy hour" (7 p.m. to 11 p.m. Monday through Friday) for each of the Internet service levels offered by MetroCast. Our tests measured broadband performance on a sample of our systems and the results below do not reflect the performance levels to be expected by any individual customer served by any particular MetroCast system.

### Internal Test Results<sup>2</sup>

Service Level	Internet Access	High Speed Basic	High Speed Internet	High Speed Ultra
Mean Download Speed	245 Kbps	5.03 Mbps*	16.34 Mbps*	45.52 Mbps*
Mean Upload Speed	119 Kbps	714 Kbps*	1.43 Mbps*	4.55 Mbps*
Mean Latency (in milliseconds) <sup>3</sup>	21	21	21	21

<sup>1</sup>In MetroCast's Carthage MS, Forest MS, Kosciusko MS, and South Carolina systems, the High Speed Basic Service level speeds are up to 1.5 Mbps by 256 Kbps rather than 4 Mbps by 512 Kbps, the High Speed Internet Service level speeds are up to 7 Mbps by 512 Kbps rather than up to 15 Mbps by 1 Mbps, and the High Speed Ultra Service level speeds are up to 10 Mbps by 1 Mbps rather than up to 50 Mbps by 5 Mbps. In all of MetroCast's Mississippi systems, there is also a High Speed Economy Service offering and its speed levels are up to 1.5 Mbps x 256 Kbps. These systems and this additional service, respectively, were not included in the speed testing.

Customers are able to test the speeds that they are receiving on MetroCast's network at <http://speedcheck.metrocast.net>.

Customers' use of our Digital Phone service has no discernable impact on their Internet service performance.

# Commercial Terms of Internet Service

MetroCast has multiple levels of residential Internet service available, and the price of each service level is set forth at [http://www.metrocast.com/internet\\_packages.cfm](http://www.metrocast.com/internet_packages.cfm). From time to time, MetroCast will make available promotional rates and discounts for our Internet services. More information on our current promotions is available at <http://www.metrocast.com/promotions.cfm>. As set forth in our Internet Acceptable Use Policy available at [http://metrocast.com/policy\\_HSI\\_AUP.cfm](http://metrocast.com/policy_HSI_AUP.cfm), MetroCast has several monthly bandwidth usage thresholds associated with its different service levels. If a customer exceeds the monthly bandwidth usage threshold associated with their service level, MetroCast may, in its sole discretion, suspend or terminate their Internet service or request that they upgrade their service level, or subscribe to a version of MetroCast's commercial grade service. More information on our commercial grade service levels is available at [http://www.metrocastbusiness.com/business\\_internet\\_packages.cfm](http://www.metrocastbusiness.com/business_internet_packages.cfm).

# Internet Privacy Policies

MetroCast values the privacy of our Internet service customers and follows procedures to ensure that information we collect is reasonably protected. Additional details concerning the types of information MetroCast collects, how the information is used and customer privacy rights can be found at [http://www.metrocast.com/policy\\_HSI\\_PP.cfm](http://www.metrocast.com/policy_HSI_PP.cfm).

# Network Management

In order to ensure that our customers receive high quality Internet service, MetroCast uses various practices to manage our network. These practices help to ensure that our customers have access to sufficient broadband capacity at all times, including during periods of high demand, and that our network and customers are protected against malware, spam, viruses and other threats originating over the Internet.

## Congestion Management Practices

Except as specifically described below, we do not target specific types of traffic based on the nature of the technology or the identity of the provider, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. We may utilize network address translation to enable multiple customers to share a single IP version 4 ("IPv4") address due to the increasing scarcity of IPv4 addresses. In addition, in connection with the transition from IPv4 addresses to IP version 6 ("IPv6") addresses, we may also utilize network address translation or other mechanisms to provide access to IPv4-only supported content to customers whose devices do not support IPv4, or to provide access to IPv6-only supported content to customers whose devices do not support IPv6 content. We do not block or manage any specific protocols or protocol ports, except that we do so to prevent residential Internet customers from operating servers or server-like daemons and processes, or in rare cases we may take other corrective action after providing written notice to a customer who has violated the terms of service.

Residential customers are prohibited from using or running dedicated stand-alone equipment or servers or programs from the customer's premises that provide network content or any other services to others, including, but not limited to, email, web hosting, file sharing and proxy services and servers (e.g. FTP, file or game). For further information regarding prohibited uses see [http://www.metrocast.com/policy\\_HSI\\_AUP.cfm](http://www.metrocast.com/policy_HSI_AUP.cfm).

As set forth in our Internet Acceptable Use Policy available at [http://www.metrocast.com/policy\\_HSI\\_AUP.cfm](http://www.metrocast.com/policy_HSI_AUP.cfm), MetroCast has monthly bandwidth usage thresholds associated with its different service levels. While MetroCast does not employ any physical methods to limit speeds of heavy users during periods of congestion or restrict traffic, it does contact customers who exceed their applicable monthly bandwidth usage thresholds to advise those customers to reduce their usage, or if they wish to continue consuming bandwidth in excess of their applicable service level limits, to request that they upgrade their service level or subscribe to a version of MetroCast's commercial grade service. As described in the "Commercial Terms of Internet Service" section above, MetroCast reserves the right to suspend or terminate the Internet service of any customer whose use exceeds his or her monthly limits.

## Network Security

MetroCast uses a number of tools and techniques to protect its network and customers from malicious and unwanted Internet traffic such as preventing the distribution of viruses or other harmful code and preventing the delivery of spam to customer email accounts. Because the nature of external threats to the network are constantly evolving, MetroCast's network security practices necessarily are dynamic and regularly changing. In general, these security practices should not have any effect on our customers' use of their network connections.

## Equipment

MetroCast supports the use of DOCSIS 2.0 and 3.0 modems and non-complying standards will not operate with our network's performance standards. The following modem models are approved by MetroCast to help ensure the best possible Internet performance: DOCSIS 3.0 Motorola SB6121 and SB6180 modems; DOCSIS 3.0 ARRIS CM820 modems; DOCSIS 3.0 Motorola SBG6580 wireless modems; DOCSIS 3.0 ARRIS DG860A wireless modems; DOCSIS 3.0 ARRIS TG852 and TG862 wireless modem/eMTAs; DOCSIS 3.0 ARRIS CM820 modems; and DOCSIS 3.0 ARRIS TM822 eMTAs. Customers may rent modems from us, or obtain them from a third party. Voice eMTAs may only be rented from MetroCast, as eMTAs purchased from third parties are not permitted on our network.

# Questions / Complaint Process

## Existing MetroCast Customers

Existing MetroCast customers who have any questions or wish to lodge a complaint concerning MetroCast's Internet services or policies should contact your local [MetroCast Technical Support](#) department.

If the question or complaint involves the performance of your Internet service, please first run a speed test at <http://speedcheck.metrocast.net> and provide us with the result when you contact us. If you have home network or wireless devices, try plugging your Ethernet cable directly into your cable modem from your PC to determine whether your devices are the source of the problem.

## Other Questions/Complaints

If you are not an existing MetroCast customer but have a question or complaint regarding our Internet service please contact MetroCast's Abuse



330019651003003

Exhibit 2

## Statement of Service

Page 1 of 4

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8262 1600 ZM RP 21 08222014 NNNNNYNN 01 012528 0042



330019651003003



Billing Date:

August 21, 2014

Account Number:



## How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm www.MetroCast.com  
Phone hrs 24/7 1-800-952-1001

## For Service At...

35 JELLYSTONE PARK  
NEW HAMPTON NH 03256-4110

## Account Summary

Please see reverse side for account details.

Previous Balance	\$ 199.95
Payment(s)	-199.95
Monthly Charge(s)	199.95
<b>Balance Due</b>	<b>\$ 199.95</b>
<b>Payment Due Date</b>	<b>09/10/14</b>



## For Your Information

IMPORTANT CHANNEL ANNOUNCEMENT: SEC Network & SEC Network HD will launch on Digital Basic chs. 275 & 794 by 9/5/14.

HBO & CINEMAX FREE PREVIEW -- 9/5 to 9/8! Get access to HBO & MAX in HD & On Demand! See the season 5 premiere of the HBO series Boardwalk Empire. Digital equipment required. To block programming, please use the parental control feature available on your digital box.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.



Check here for change of billing information or comment.

Note: Changes **MUST** appear on reverse side.

Billing Date:

August 21, 2014

Account Number:



Name:



Balance Due

\$ 199.95

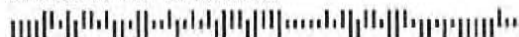
Payment Due Date

09/10/14

Amount Enclosed

\$ 

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253



**Account Detail**

This statement is for services from 08/23/14 through 09/22/14.

Previous Balance ..... \$ 199.95

**Payment(s)**

08/04 Payment - Thank You ..... -199.95

**Monthly Charge(s)**

08/23 - 09/22	PR COM Modem Rental .....	5.00
08/23 - 09/22	Mbs Modem Discount .....	-5.00
08/23 - 09/22	PR COM Advanced HSD .....	199.95
	<b>Subtotal .....</b>	<b>199.95</b>

Balance Due ..... **\$ 199.95**

By sending your check, you authorize MetroCast to convert your check into an electronic payment. This process captures an image of your check thus destroying the physical check. You understand the funds may be debited from your account as early as the same day payment is received and that your bank will not return your original check to you. For immediate assistance with Closed Captioning in the NH Region please call, fax or email the following: Phone - 800-952-1001; Fax - 603-524-5190; customerservice@metrocast.com Written Complaints may be sent to: closedcaptioning@metrocast.com; Fax: (610) 993-1100 Or Mailed to: Megan Taylor, ParaLegal, Harron Communications, 70 E. Lancaster Ave., Frazer, PA 19355 If you have questions about a written complaint, you can reach Ms. Taylor by calling (610) 993-1077. PLEASE NOTE: This number should only be used in connection with written closed captioning complaints. Immediate concerns should be directed to the number(s) listed above.

SG4AG0CN

Your Franchise Authority is: Town Of New Hampton 6 Pinnacle Hill Rd New Hampton, NH 03256 Community Id# Nh0089

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment .....

City ..... State ..... Zip .....

Work Phone ( ) ..... Home Phone ( ) .....

U.S. Department of Commerce

United States Census Bureau

MAIN

COMMUNITY FACTS

GUIDED SEARCH

ADVANCED SEARCH

DOWNLOAD CENTER

Feedback

FAQs

Glossary

Help

Search - Use the options on the left (topics, geographies, ...) to narrow your search results

Your Selections

'Your Selections' is empty

Search using the options below:

Topics

(age, income, year, dataset, ...)

Geographies

(states, counties, places, ...)

Race and Ethnic Groups

(race, ancestry, tribe)

Industry Codes

(NAICS industry, ...)

EEO Occupation Codes

(executives, analysts, ...)

1

Select Geographies

List

Name

Address

Map

Enter search terms and an optional geography and click GO

street address

city

state

zip

GO

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest available address data beginning with 2013 and working backwards, based on the contents of Your Selections.

Geographies containing 35 Jellystone Park, NEW HAMPTON, NH, 03256:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Belknap County, New Hampshire	County	050
New Hampton town, Belknap County, New Hampshire	County Subdivision	060
Block 3003, Block Group 3, Census Tract 9651, Belknap County, New Hampshire	Block	100
Census Tract 9651, Belknap County, New Hampshire	Census Tract	140
Block Group 3, Census Tract 9651, Belknap County, New Hampshire	Block Group within Census Tract	150
Laconia, NH Micro Area	Metro/Micro Statistical Area	310
Congressional District 1 (113th Congress), New Hampshire	Congressional District	500
State Senate District 2 (2012), New Hampshire	State Legislative District (Upper)	610
State House District Belknap County No. 1 (2012), New Hampshire	State Legislative District (Lower)	620
TOWN OF NEW HAMPTON Voting District, Belknap County, New Hampshire	Voting District/Remainder	700
Lakes Region--Belknap, Carroll & Merrimack (Northern) Counties PUMA; New Hampshire	Public Use Microdata Area (PUMA)	795
ZCTA5 03256	5-Digit ZCTA	860
ZIP 03256 (New Hampton, NH)	5-Digit ZIP Code	861
Remainder of New Hampshire, New Hampshire	School District (Elementary)/Remainder	950
Remainder of New Hampshire, New Hampshire	School District (Secondary)/Remainder	960
Newfound Area School District, New Hampshire	School District (Unified)/Remainder	970
Balance of Belknap County, New Hampshire	Economic Place	E60

Measuring America — People, Places, and Our Economy

Accessibility

Information Quality

FOIA

Data Protection & Privacy Policy

U.S. Dept of Commerce

United States Census Bureau

Source: U.S. Census Bureau | American FactFinder

http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml?reF=addr&refresh=1[10/2/2014 3:32:46 PM]



## Statement of Service

Page 1 of 2

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8282 1600 7M RP 13 09142014 YNNNNYNN 01 002999 0008

555 GARLAND RD  
BARNSTEAD NH 03218-4079

330019657003051



Billing Date:

September 13, 2014

Account Number:

How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm www.MetroCast.com  
Phone hrs 24/7 1-800-952-1001

For Service At...

555 GARLAND RD  
BARNSTEAD NH 03218-4079

# 3

## Account Summary

We appreciate your business. Payment must be received on or before the due date to avoid a late payment fee (taxes may apply). This invoice does not include account activity after the statement date.

Previous Balance	\$ 44.95
Payment(s)	-44.95
Monthly Charge(s)	44.95
<b>Balance Due</b>	<b>\$ 44.95</b>
<b>Payment Due Date</b>	<b>10/03/14</b>



Please see reverse side for account details.

## For Your Information

IMPORTANT CHANNEL INFORMATION Fusion, an information, news & lifestyle network, will join Digital Basic on chs. 216 & 797 on September 30, 2014. See www.MetroCast.com for details.

For more information about MetroCast go to MetroCast.com or chat with an online representative at MetroCast.com/Support. For your convenience we accept all major credit cards and offer online bill pay or recurring bill pay options.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.

Billing Date:

September 13, 2014

Account Number:

Name:

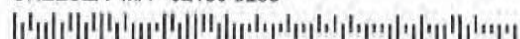
555 GARLAND RD  
BARNSTEAD NH 03218-4079

☐ Check here for change of billing information or comment.  
Note: Changes **MUST** appear on reverse side.

<b>Balance Due</b>	<b>\$ 44.95</b>
<b>Payment Due Date</b>	<b>10/03/14</b>

Amount Enclosed \$

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253



**Account Detail**

This statement is for services from 09/20/14 through 10/19/14.

Previous Balance ..... \$ 44.95

**Payment(s)**

08/25 Payment - Thank You ..... -44.95

**Monthly Charge(s)**

09/20 - 10/19 Modem Rental ..... 5.00

09/20 - 10/19 High Speed Basic ..... 39.95

**Subtotal** ..... **44.95****Balance Due** ..... **\$ 44.95**

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SG4AG0CN

Your Franchise Authority is: Board Of Selectmen Town Hall Barnstead, NH 03218 Community Id# Nh0197

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_ Home Phone ( ) \_\_\_\_\_



U.S. Department of Commerce

United States Census Bureau

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Search - Use the options on the left (topics, geographies, ...) to narrow your search results

Your Selections

'Your Selections' is empty

Search using the options below:

Topics

(age, income, year, dataset, ...)

Geographies

(states, counties, places, ...)

Race and Ethnic Groups

(race, ancestry, tribe)

Industry Codes

(NAICS industry, ...)

EEO Occupation Codes

(executives, analysts, ...)

AMERICAN FactFinder

Enter search terms and an optional geography and click GO

List

Name

Address

Map

street address

city

state

zip

GO

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest Qdata beginning with 2013 and working backwards, based on the contents of Your Selections.

Geographies containing 555 Garland Rd, BARNSTEAD, NH, 03218:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Belknap County, New Hampshire	County	050
Barnstead town, Belknap County, New Hampshire	County Subdivision	060
Block 3051, Block Group 3, Census Tract 9657, Belknap County, New Hampshire	Block	100
Census Tract 9657, Belknap County, New Hampshire	Census Tract	140
Block Group 3, Census Tract 9657, Belknap County, New Hampshire	Block Group within Census Tract	150
Laconia, NH Micro Area	Metro/Micro Statistical Area	310
Concord, NH Micropolitan NECTA	NECTA	350
Congressional District 1 (113th Congress), New Hampshire	Congressional District	500
State Senate District 6 (2012), New Hampshire	State Legislative District (Upper)	610
State House District Belknap County No. 7 (2012), New Hampshire	State Legislative District (Lower)	620
TOWN OF BARNSTEAD Voting District, Belknap County, New Hampshire	Voting District/Remainder	700
Lakes Region--Belknap, Carroll & Merrimack (Northern) Counties PUMA; New Hampshire ZCTA5 03218	Public Use Microdata Area (PUMA)	795
ZIP 03218 (Barnstead, NH)	5-Digit ZCTA	860
Barnstead School District, New Hampshire	5-Digit ZIP Code	861
Prospect Mountain High School Joint Maintenance Agreement District, New Hampshire	School District (Elementary)/Remainder	950
Remainder of New Hampshire, New Hampshire	School District (Secondary)/Remainder	960
Barnstead town, New Hampshire	School District (Unified)/Remainder	970
	Economic Place	E60

Measuring America — People, Places, and Our Economy

Accessibility

Information Quality

FOIA

Data Protection & Privacy Policy

U.S. Dept of Commerce

United States Census Bureau

Source: U.S. Census Bureau | American FactFinder

http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml?re=+add&refresh=[10/2/2014 3:46:58 PM]

## Statement of Service

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8282 1600 2M RP 06 09072014 YNNNNYNN 01 004053 0011

343 STONEHAM RD  
WOLFEBORO NH 03894-4709

330039561005146



Page 1 of 3  
Billing Date: September 6, 2014

Account Number: [REDACTED]

## How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm www.MetroCast.com  
Phone hrs 24/7 1-800-952-1001

## For Service At...

343 STONEHAM RD  
WOLFEBORO NH 03894-4709

## Account Summary

We appreciate your business. Payment must be received on or before the due date to avoid a late payment fee (taxes may apply). This invoice does not include account activity after the statement date.

Please see reverse side for account details.

Previous Balance	\$ 193.63
Payment(s)	-193.63
Monthly Charge(s)	184.25
Taxes & Fee(s)	9.38

Balance Due	\$ 193.63
-------------	-----------

Payment Due Date	AUTOPAY
------------------	---------

YOUR AUTO EFT WILL BE PROCESSED ON 09/16/14	
---	--



## For Your Information

IMPORTANT CHANNEL INFORMATION Fusion, an information, news & lifestyle network, will join Digital Basic on chs. 216 & 797 on September 30, 2014. See www.MetroCast.com for details.

For more information about MetroCast go to MetroCast.com or chat with an online representative at MetroCast.com/Support. For your convenience we accept all major credit cards and offer online bill pay or recurring bill pay options.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.

☐ Check here for change of billing information or comment.  
Note: Changes MUST appear on reverse side.

Billing Date: September 6, 2014

Account Number: [REDACTED]

Name: [REDACTED]

343 STONEHAM RD  
WOLFEBORO NH 03894-4709

Balance Due	\$ 193.63
-------------	-----------

Payment Due Date	AUTOPAY
------------------	---------

Amount Enclosed	\$ [REDACTED]
-----------------	---------------

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253



**Account Detail**

This statement is for services from 09/13/14 through 10/12/14.

Previous Balance<sup>®</sup> ..... \$ 193.63**Payment(s)**

08/16 EFT Payment ..... -193.63

**Monthly Charge(s)**

09/13 - 10/12		
09/13 - 10/12		
09/13 - 10/12		
09/13 - 10/12	Emta Equipment Fee .....	6.00
09/13 - 10/12		
09/13 - 10/12	MetroCast VIP Plus .....	154.90
	<b>Subtotal</b> .....	<b>184.25</b>

**Taxes & Fee(s)**

09/06	FCC Regulatory Fee .....	0.09
09/06	Federal Telecom Relay Service Fee .....	0.21
09/06	Federal Universal Service Fund Fee .....	1.89
09/06	Emergency 911 Fee .....	0.57
09/06	Franchise Fee .....	3.96
09/06	Communication Tax (phone) .....	2.66
	<b>Subtotal</b> .....	<b>9.38</b>

Balance Due ..... **\$ 193.63**

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SG4AG0CN

Your Franchise Authority Is: Board Of Selectmen Town Hall Wolfeboro, NH 03894 Community Id# Nh0121

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_ Home Phone ( ) \_\_\_\_\_



Search - Use the options on the left (topics, geographies, ...) to narrow your search results

Your Selections

'Your Selections' is empty

Search using the options below:

Topics  
(age, income, year, dataset, ...)

Geographies  
(states, counties, places, ...)

Race and Ethnic Groups  
(race, ancestry, tribe)

Industry Codes  
(NAICS industry, ...)

EEO Occupation Codes  
(executives, analysts, ...)

To search for tables and other files in American FactFinder:

Select Geographies

1

Enter search terms and an optional geography and click GO

List

Name

Address

Map

street address

city

state

zip

GO

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest available address data beginning with 2013 and working backwards, based on the contents of Your Selections.

Geographies containing 343 Stoneham Rd, WOLFEBORO, NH, 03894:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Carroll County, New Hampshire	County	050
Wolfeboro town, Carroll County, New Hampshire	County Subdivision	060
Block 5146, Block Group 5, Census Tract 9561, Carroll County, New Hampshire	Block	100
Census Tract 9561, Carroll County, New Hampshire	Census Tract	140
Block Group 5, Census Tract 9561, Carroll County, New Hampshire	Block Group within Census Tract	150
Congressional District 1 (113th Congress), New Hampshire	Congressional District	500
State Senate District 3 (2012), New Hampshire	State Legislative District (Upper)	610
State House District Carroll County No. 6 (2012), New Hampshire	State Legislative District (Lower)	620
TOWN OF WOLFEBORO Voting District, Carroll County, New Hampshire	Voting District/Remainder	700
Lakes Region--Belknap, Carroll & Merrimack (Northern) Counties PUMA, New Hampshire	Public Use Microdata Area (PUMA)	795
ZCTA5 03894	5-Digit ZCTA	860
ZIP 03894 (Wolfeboro, NH)	5-Digit ZIP Code	861
Remainder of New Hampshire, New Hampshire	School District (Elementary)/Remainder	950
Remainder of New Hampshire, New Hampshire	School District (Secondary)/Remainder	960
Governor Wentworth Regional School District, New Hampshire	School District (Unified)/Remainder	970
Wolfeboro town, New Hampshire	Economic Place	E60

## Statement of Service

Page 1 of 5

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8282 1600 ZM RP 13 08142014 NNNNNYNN 01 002771 0010

216 HODGDON RD  
NORTHFIELD NH 03276-4042

Billing Date:

August 13, 2014

Account Number:

How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm www.MetroCast.com  
Phone hrs 24/7 1-800-952-1001

For Service At...

216 HODGDON RD  
NORTHFIELD NH 03276-4042



## Account Summary

Please see reverse side for account details.

Previous Balance	\$ 60.04
Payment(s)	-60.04
Monthly Charge(s)	59.90
Taxes & Fee(s)	0.14
<b>Balance Due</b>	<b>\$ 60.04</b>
<b>Payment Due Date</b>	<b>AUTOPAY</b>
YOUR AUTO EFT WILL BE PROCESSED ON 08/23/14	



## For Your Information

You're on the go. Now MetroCast High Speed Internet goes with you! Access WiFi hotspots outside your home, free with your MetroCast High Speed Internet subscription. Plus, save on your cellular data plan! To find a hotspot near you, visit MetroCast.com/hotspots.

IMPORTANT CHANNEL ANNOUNCEMENT: SEC Network & SEC Network HD will launch on Digital Basic chs. 275 & 794 by 9/5/14.

HBO & CINEMAX FREE PREVIEW -- 9/5 to 9/8! Get access to HBO & MAX in HD & On Demand! See the season 5 premiere of the HBO series Boardwalk Empire. Digital equipment required. To block programming, please use the parental control feature available on your digital box.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.

Billing Date:

August 13, 2014

Account Number:

Name:

216 HODGDON RD  
NORTHFIELD NH 03276-4042



Check here for change of billing  
information or comment.

Note: Changes MUST appear on  
reverse side.

Balance Due

\$ 60.04

Payment Due Date

AUTOPAY

Amount Enclosed \$

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253





**Account Detail**

This statement is for services from 08/17/14 through 09/16/14.

Previous Balance<sup>1</sup> ..... \$ 60.04**Payment(s)**

07/23 EFT Payment ..... -60.04

**Monthly Charge(s)**

08/17 - 09/16 Docsis 3.0 Modem Rental ..... 5.00

08/17 - 09/16 MetroCast High Speed ..... 50.95

08/17 - 09/16 [REDACTED] ..... 3.95

**Subtotal** ..... **59.90****Taxes & Fee(s)**

08/13 Franchise Fee ..... 0.14

**Balance Due** ..... **\$ 60.04**

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SG4AG0CN



Your Franchise Authority is: Board Of Selectmen Town Hall Northfield, NH 03276 Community Id# Nh0011

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_ Home Phone ( ) \_\_\_\_\_

## Statement of Service

the 6

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8282 1600 ZM RP 21 08222014 NNNNNYNN 01 007773 0026

212 HODGDON RD  
NORTHFIELD NH 03276-4042

Billing Date: August 21, 2014

Account Number: [REDACTED]

### How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm www.MetroCast.com  
Phone hrs 24/7 1-800-952-1001

### For Service At...

212 HODGDON RD  
NORTHFIELD NH 03276-4042



## Account Summary

Your account is past due. Please remit the total balance due immediately to avoid a \$25.00 collection effort charge or disconnection of service. If payment was made after the remittance date, please disregard this message. Thank you.

Please see reverse side for account details.

Previous Balance	\$ 170.95
Payment(s)	-76.00
Monthly Charge(s)	68.35
Other Charge(s)	5.00
Taxes & Fee(s)	1.82
<b>Balance Due</b>	<b>\$ 170.12</b>
<b>Payment Due Date</b>	<b>Upon Receipt</b>



## For Your Information

IMPORTANT CHANNEL ANNOUNCEMENT: SEC Network & SEC Network HD will launch on Digital Basic chs. 275 & 794 by 9/5/14.

HBO & CINEMAX FREE PREVIEW -- 9/5 to 9/8! Get access to HBO & MAX in HD & On Demand! See the season 5 premiere of the HBO series Boardwalk Empire. Digital equipment required. To block programming, please use the parental control feature available on your digital box.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.

☐ Check here for change of billing information or comment.  
Note: Changes **MUST** appear on reverse side.

Billing Date: August 21, 2014

Account Number: [REDACTED]

Name: [REDACTED]

212 HODGDON RD  
NORTHFIELD NH 03276-4042

**Balance Due** **\$ 170.12**  
**Payment Due Date** **Upon Receipt**

Amount Enclosed \$

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253





**Account Detail**

This statement is for services from 09/01/14 through 09/30/14.

Previous Balance ..... \$ 170.95

**Payment(s)**

08/06 Payment - Thank You ..... -76.00

**Monthly Charge(s)**

09/01 - 09/30		
09/01 - 09/30		
09/01 - 09/30	Hs Access .....	26.95
09/01 - 09/30		
	<b>Subtotal</b> .....	<b>68.35</b>

**Other Charge(s)**

08/21

**Taxes & Fee(s)**

08/21	FCC Regulatory Fee .....	0.09
08/21	Municipal Right Of Way Fee .....	0.14
08/21	Franchise Fee .....	1.59
	<b>Subtotal</b> .....	<b>1.82</b>

Balance Due ..... **\$ 170.12**

By sending your check, you authorize MetroCast to convert your check into an electronic payment. This process captures an image of your check thus destroying the physical check. You understand the funds may be debited from your account as early as the same day payment is received and that your bank will not return your original check to you. For immediate assistance with Closed Captioning in the NH Region please call, fax or email the following: Phone - 800-952-1001; Fax - 603-524-5190; customerservice@metrocast.com Written Complaints may be sent to: closedcaptioning@metrocast.com; Fax: (610) 993-1100 Or Mailed to: Megan Taylor, ParaLegal, Harron Communications, 70 E. Lancaster Ave., Frazer, PA 19355 If you have questions about a written complaint, you can reach Ms. Taylor by calling (610) 993-1077. PLEASE NOTE: This number should only be used in connection with written closed captioning complaints. Immediate concerns should be directed to the number(s) listed above.

SG4AG0CN

Your Franchise Authority Is: Board Of Selectmen Town Hall Northfield, NH 03276 Community Id# Nh0011

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment .....

City ..... State ..... Zip .....

Work Phone ( ) ..... Home Phone ( ) .....

U.S. Department of Commerce

United States Census Bureau

AMERICAN

FactFinder

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FAQs

Glossary

Help

MAIN

COMMUNITY FACTS

GUIDED SEARCH

ADVANCED SEARCH

DOWNLOAD CENTER

Search - Use the options on the left (topics, geographies, ...) to narrow your search results

Your Selections

'Your Selections' is empty

Search using the options below:

Topics

(age, income, year, dataset, ...)

Geographies

(states, counties, places, ...)

Race and Ethnic Groups

(race, ancestry, tribe)

Industry Codes

(NAICS industry, ...)

EEO Occupation Codes

(executives, analysts, ...)

1

Select Geographies

Enter search terms and an optional geography and click GO

List

Name

Address

Map

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest Qdata beginning with 2013 and working backwards, based on the contents of Your Selections.

street address

city

state

zip

GO

Geographies containing 216 Hodgdon Rd, NORTHFIELD, NH, 03276:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Merriamack County, New Hampshire	County	050
Northfield town, Merriamack County, New Hampshire	County Subdivision	060
Block 1031, Block Group 1, Census Tract 440, Merriamack County, New Hampshire	Block	100
Census Tract 440, Merriamack County, New Hampshire	Census Tract	140
Block Group 1, Census Tract 440, Merriamack County, New Hampshire	Block Group within Census Tract	150
Concord, NH Micro Area	Metro/Micro Statistical Area	310
Franklin, NH Micropolitan NECTA	NECTA	350
Congressional District 2 (113th Congress), New Hampshire	Congressional District	500
State Senate District 7 (2012), New Hampshire	State Legislative District (Upper)	610
State House District Merriamack County No. 3 (2012), New Hampshire	State Legislative District (Lower)	620
TOWN OF NORTHFIELD Voting District, Merriamack County, New Hampshire	Voting District/Remainder	700
Lakes Region--Belknap, Carroll & Merrimack (Northern) Counties PUMA, New Hampshire	Public Use Microdata Area (PUMA)	795
ZCTA5 03276	5-Digit ZCTA	860
ZIP 03276 (Tilton, NH)	5-Digit ZIP Code	861
Remainder of New Hampshire, New Hampshire	School District (Elementary)/Remainder	950
Remainder of New Hampshire, New Hampshire	School District (Secondary)/Remainder	960
Winnisquam Regional School District, New Hampshire	School District (Unified)/Remainder	970
Northfield town, New Hampshire	Economic Place	E60

Measuring America — People, Places, and Our Economy

Accessibility

Information Quality

FOIA

Data Protection & Privacy Policy

U.S. Dept of Commerce

United States Census Bureau

Source: U.S. Census Bureau | American FactFinder

http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml?re=dd&refresh=[10/2/2014 4:13:46 PM]

U.S. Department of Commerce

United States Census Bureau

AMERICAN FactFinder

SEARCH

MAIN

COMMUNITY FACTS

GUIDED SEARCH

ADVANCED SEARCH

DOWNLOAD CENTER

Feedback

FAQs

Glossary

Help

Your Selections

'Your Selections' is empty

Search - Use the options on the left (topics, geographies, ...) to narrow your search results

To search for tables and other files in American FactFinder:

Select Geographies

1

Enter search terms and an optional geography and click GO

List

Name

Address

Map

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest available address data beginning with 2013 and working backwards, based on the contents of Your Selections.

street address

city

state

zip

GO

Geographies containing 212 Hodgdon Rd, NORTHFIELD, NH, 03276:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Merrimack County, New Hampshire	County	050
Northfield town, Merrimack County, New Hampshire	County Subdivision	060
Block 1031, Block Group 1, Census Tract 440, Merrimack County, New Hampshire	Block	100
Census Tract 440, Merrimack County, New Hampshire	Census Tract	140
Block Group 1, Census Tract 440, Merrimack County, New Hampshire	Block Group within Census Tract	150
Concord, NH Micro Area	Metro/Micro Statistical Area	310
Franklin, NH Metropolitan NECTA	NECTA	350
Congressional District 2 (113th Congress), New Hampshire	Congressional District	500
State Senate District 7 (2012), New Hampshire	State Legislative District (Upper)	610
State House District Merrimack County No. 3 (2012), New Hampshire	State Legislative District (Lower)	620
TOWN OF NORTHFIELD Voting District, Merrimack County, New Hampshire	Voting District/Remainder	700
Lakes Region--Belknap, Carroll & Merrimack (Northern) Counties PUMA, New Hampshire	Public Use Microdata Area (PUMA)	795
ZCTA5 03276	5-Digit ZCTA	860
ZIP 03276 (Tilton, NH)	5-Digit ZIP Code	861
Remainder of New Hampshire, New Hampshire	School District (Elementary)/Remainder	950
Remainder of New Hampshire, New Hampshire	School District (Secondary)/Remainder	960
Winnisquam Regional School District, New Hampshire	School District (Unified)/Remainder	970
Northfield town, New Hampshire	Economic Place	E60

http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml?re=addr&refresh=[10/2/2014 4:14:22 PM]



**WRITTEN STATEMENT OF**  
**METROCAST CABLEVISION OF NEW HAMPSHIRE, LLC**

October 17, 2014

**VIA ECFS**

Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

Attn: Ryan Yates, Esq.; Telecommunications Access Policy Division,  
Wireline Competition Bureau

**Re: WC Docket Nos. 10-90, 14-93; DA 14-92;**  
**Connect America Fund Phase II Challenge**

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Dear Mr. Yates:

MetroCast Cablevision of New Hampshire, LLC (“MetroCast”), FRN 0003784063, hereby certifies that MetroCast offers qualifying residential fixed voice and broadband services in census block 330099612005046 in Grafton County, New Hampshire as set forth on the attached FCC Form 505. MetroCast hereby requests the Commission waive the requirement that a provider must provide evidence that a current or former customer has or has had broadband service in a census block. MetroCast provides broadband and voice services to customers in the adjacent census blocks to 330099612005046, and has broadband facilities in census block 330099612005046. Supporting evidence for this includes the MetroCast plant design map for the area indicating the presence of broadband facilities in the block.

Additionally, MetroCast demonstrates that it serves this census block with voice and broadband services meeting the Commission’s performance and pricing criteria using the following attached evidence, including but not limited to: (i) a subscriber invoices for customers in the adjacent census blocks (redacted to protect personally identifiable information and CPNI); (ii) census information, including census block maps; (iii) copies of performance and pricing information provided publicly on MetroCast’s website; (iv) copies of MetroCast’s Acceptable Use Policy and Network Management Policy; and (v) copies of MetroCast’s marketing materials promoting the availability of internet and voice services in those blocks.

1. **Served Census Blocks:** The attached redacted subscriber invoices and associated census information and maps demonstrate that MetroCast serves the relevant census blocks as defined by Commission’s standards.
2. **Broadband and Voice Service.**
  - a. **Broadband Speed:** The attached copy of MetroCast’s Network Management Policy, as well as and copies of screenshots from MetroCast’s website, confirm that two of MetroCast’s internet service plans, the High Speed Internet and the High Speed Ultra, offer mean speeds of 16.34 Mbps / 1.43 Mbps and 45.52 Mbps / 4.55 Mbps, respectively, which meet or exceed the FCC’s speed threshold of at least 4 Mbps downstream and 1 Mbps upstream.

- b. **Broadband Usage Allowance:** The attached copy of MetroCast's High Speed Internet Acceptable Use Policy ("AUP") demonstrates that three MetroCast internet service plans have usage allowances equal to or exceeding the Commission's 100 GB performance standard: the High Speed Basic, the High Speed, and the Gamer offer usage allowances of 100 GB, 250 GB, and 350 GB, respectively.
- c. **Broadband Latency:** The attached copy of MetroCast's Network Management Policy confirms that all MetroCast's internet service plans have a latency of 21ms, which is far below the Commission's maximum 100ms performance criterion.
- d. **Broadband and Voice Pricing:** MetroCast's pricing in the challenged census blocks are "reasonably comparable" under the Commission's standards to prices offered in urban areas for the same or similar services. As reflected in the attached screenshots of MetroCast's website, MetroCast's rates are identical in both urban and rural areas; in fact, MetroCast offers uniform rates throughout the entire state of Connecticut. In addition, MetroCast's rates are less than the FCC's interim benchmark prices: MetroCast's non-promotional price for voice services, \$44.95, is below the FCC's voice-services benchmark of \$46.96, and MetroCast's non-promotional price for qualifying broadband services starts at \$50.95, far below the FCC's benchmark of \$60 for qualifying broadband services.
- e. **Voice Service:** As demonstrated by MetroCast's FCC Form 477, MetroCast itself provides Voice Over Internet Protocol ("VoIP") voice service in the state of Connecticut, including in MetroCast's New London County service area.

In sum, MetroCast serves census block 330099612005046 in Grafton County, New Hampshire shown on the attached FCC Form 505 with voice and broadband services that meet or exceed the Commission's performance and pricing criteria. Please contact us if you have any questions regarding the foregoing or require additional evidence.

Respectfully submitted,

/s/

Danny L. Jobe  
Vice President of System Operations  
MetroCast Communications of Connecticut, LLC  
[djobe@metrocast.com](mailto:djobe@metrocast.com)  
(301) 536-1946

**INTERNET**

High Speed Internet

**Internet Speeds**

Wireless Networking

WiFi Hotspots

Network Management

Cable vs. DSL

Local Web Portal

Access WebMail

Spam & Virus Filter

Support Center

Service Assurance Plan

**Packages & Sign Up!**

**PHONE**

**VIP PACKAGE**

**VIDEO**

# Internet Speeds

With speeds faster than dial up and DSL, you'll never want to be without it. Play, e-mail, shop online, pay bills, do whatever you need to do in no time at all. And, because MetroCast Internet Service uses the cable television wires, service is available in all areas served by MetroCast High Speed Internet.

New Hampshire - Maine - Connecticut - Maryland - Virginia - Pennsylvania - Mississippi

Internet Access	High Speed Basic	High Speed Internet	High Speed Ultra
\$26.95/mo*	\$39.95/mo*	\$50.95/mo*	\$69.95/mo*
up to 256 Kbps downloads 128 Kbps uploads	up to 4 Mbps downloads 384 Kbps uploads	up to 15 Mbps downloads 1 Mbps uploads	up to 50 Mbps downloads 5 Mbps uploads
great for browsing and checking email	great for browsing, checking email and streaming music	great for downloading pictures and music, light video streaming and casual gaming	great for multi-user households, frequent gaming and video streaming

Forest & Kosciusko, Mississippi

Internet Access	High Speed Basic	High Speed Internet	High Speed Ultra
\$26.95/mo*	\$39.95/mo*	\$50.95/mo*	\$69.95/mo*
up to 256 Kbps downloads 128 Kbps uploads	up to 2 Mbps downloads 256 Kbps uploads	up to 7 Mbps downloads 512 Kbps uploads	up to 10 Mbps downloads 1 Mbps uploads
great for browsing and checking email	great for browsing, checking email and streaming music	great for downloading pictures and music, light video streaming and casual gaming	great for multi-user households, frequent gaming and video streaming

South Carolina

Internet Access	High Speed Basic	High Speed Internet	High Speed Ultra
\$26.95/mo*	\$39.95/mo*	\$50.95/mo*	\$59.95/mo*
up to 256 Kbps downloads 128 Kbps uploads	up to 2 Mbps downloads 256 Kbps uploads	up to 7 Mbps downloads 512 Kbps uploads	up to 10 Mbps downloads 1 Mbps uploads
great for browsing and checking email	great for browsing, checking email and streaming music	great for downloading pictures and music, light video streaming and casual gaming	great for multi-user households, frequent gaming and video streaming

Mississippi

High Speed Economy
\$29.95/mo*
up to 1.5 Mbps downloads 256 Kbps uploads



is available

Connect with us

- VIDEO
- INTERNET
- PHONE
- VIP PACKAGE

## Package Pricing

Please note: By completing this form you are not actually signing up for service. Your MetroCast Customer Service Representative will be contacting you within 24 hours to confirm your order, get any additional information needed and schedule your installation.

### Get it all with a VIP Bundle!

Bundle with VIP and SAVE BIG off a la carte rates!

Effective January 2014

Sign Up Now!

Call Us:

[Find your local office »](#)

Chat With Us:

[Click here](#) for LIVE CHAT

Sign Up Now!

Make your selections using the form on this page and we'll contact you to set up installation!

SIGN UP ▶



Check your local lineup!

See what service levels have your cable favorites.

[Click Here ▶](#)

### VIP Bundles\*



Video, Internet & Phone Bundles

View VIP Bundles! ☐

### Products & Rates

Choose the levels of entertainment that are right for you and your family!

Customize It ☒



#### Digital Cable TV

Basic	\$30.95	<input type="checkbox"/>
Expanded Basic	\$72.95	<input type="checkbox"/>
Digital Cable*	\$85.90	<input type="checkbox"/>
Digital Plus*	\$93.85	<input type="checkbox"/>



#### High Speed Internet

High Speed Basic	\$39.95	<input type="checkbox"/>
High Speed Internet	\$50.95	<input type="checkbox"/>
High Speed Ultra	\$69.95	<input type="checkbox"/>



#### Digital Phone Service

Digital Phone**	\$44.95	<input type="checkbox"/>
Unlimited local and long distance in the United States and Canada!		

### Equipment

Digital Converter	<input type="text"/>
HDTV Converter	<input type="text"/>
HD/DVR Converter	<input type="text"/>
Cable Card <sup>0</sup>	qty <input type="text"/> <input type="text"/>
DTA <sup>0</sup>	qty <input type="text"/> <input type="text"/>
HD DTA	\$3.95 <input type="checkbox"/>
eMTA Rental	\$6.00 <input type="checkbox"/>
Standard Wired Modem Rental	\$5.00 <input type="checkbox"/>
Wireless Internet Modem Rental	\$7.00 <input type="checkbox"/>

### Additional Services

	HD Broadcast signals are included FREE with subscription to Basic! Add HD Ultra Service	\$7.95 <input type="checkbox"/>
	Add mDVR in up to 3 rooms!	\$9.95 <input type="checkbox"/>

### Premium Channels

Multiple channels from your favorite networks

	Add HBO Multiplex	\$18.95 <input type="checkbox"/>
	Add Showtime Multiplex	\$15.95 <input type="checkbox"/>
	Add Cinemax Multiplex	\$9.95 <input type="checkbox"/>
	Add Starz/Encore Multiplex	\$15.95 <input type="checkbox"/>

Service Assurance Plan \$3.95 ☐

[Check out our promotions! ▶](#)

Monthly Total:

Get Started Today!

SIGN UP ▶

Sign up Now ▶

Call Us:  
1.888.339.3605

Chat With Us:  
[Click here](#) for LIVE CHAT

Sign Up Now!  
Make your selections using the form on this page and we'll contact you to set up installation!

\* Additional video services may be required for MetroCast Digital Cable services. Equipment not included but is required. In order to receive any MetroCast Digital Cable services at any level a converter of your choice is required. For MetroCast Internet Service a Modem is required. And, to receive MetroCast Digital Phone Service a Phone eMTA is required. Digital Phone may not be available in all areas, [click here](#) to see if it is available in your area.

†HD Broadcast signals are included with subscription to Basic. To receive HDTV signals provided by MetroCast, either an HDTV capable television set (not provided by MetroCast) and an HDTV capable digital converter or an HDTV capable television set with an integrated HD QAM tuner (not provided by MetroCast) is required. In addition, to receive Expanded Basic HD, Digital Cable HD or Premium HD signals, a subscription to that service and a HDTV capable digital converter is required. Additional equipment charges may apply. HD Ultra+ is available as a monthly subscription.



is available

Connect with us



# MetroCast High Speed Internet Acceptable Use Policy

[Printer Friendly](#)

MetroCast Communications ("MetroCast") is dedicated to providing high quality Internet service for our customers. As part of our efforts to accomplish that objective, MetroCast has implemented this Acceptable Use Policy (this "Policy") for MetroCast High Speed Internet Service for residential customers (the "Service"). This Policy is in addition to the terms and conditions set forth in the [MetroCast Subscriber Agreement](#) and the [MetroCast High Speed Internet Privacy Policy](#).

All customers, as well as any other users, of the Service (the "subscriber," "customer," "user," or "you") must comply with this Policy. If you do not agree to comply with this Policy, you must immediately stop using the Service and notify MetroCast.

## Prohibited Uses

You may not use the Service, any MetroCast equipment or any connected device to:

- ✦ undertake or accomplish any unlawful purpose, including, but not limited to, posting, storing, transmitting or distributing information, data or material that is obscene, illegal, threatening, libelous or defamatory, or that in any way promotes illegal activity, could reasonably be expected to lead to civil liability or otherwise violate any local, state, federal or international law, order, rule or regulation;
- ✦ infringe the intellectual property rights of any person or entity, including, but not limited to, uploading, posting, publishing, transmitting, reproducing, creating derivative works of, or distributing in any way, information, software or other material obtained through the Service or otherwise that is protected by copyright or other proprietary right without first obtaining appropriate authorization;
- ✦ post, store, transmit or distribute any information, data or material that a reasonable person could deem to be indecent, pornographic, harassing, threatening, vulgar, hateful, racially or ethnically offensive or otherwise inappropriate, regardless of whether such information, data or material or its distribution is unlawful;
- ✦ harm or attempt to harm a minor, including, but not limited to, using the Service to send pornographic, obscene or profane information, data or material;
- ✦ initiate, perpetuate, or in any way participate in any pyramid or other illegal solicitation scheme;
- ✦ engage in any fraudulent activity, including, but not limited to, impersonating any person or entity, engaging in sender address falsification, forging any other person's or entity's digital or manual signature, misleading or misrepresenting your identity or performing any other similar fraudulent activity;
- ✦ transmit or collect responses from bulk, commercial or unsolicited messages (also known as "spam");
- ✦ send multiple copies of the same or substantially similar messages, empty messages, or messages that contain no substantive content, or send very large messages or files to a recipient that disrupts a server, account, blog, newsgroup, chat or other similar service (also known as "mail bombing");
- ✦ collect or harvest emails, screen names or other identifiers of any persons or entities without their prior consent, or participate in "spidering";
- ✦ use or distribute tools designed or used for compromising security, such as password guessing programs, decoders, password gatherers, analyzers, cracking tools, packet sniffers, encryption circumvention devices, keystroke loggers, or Trojan Horse programs, or engaging in any unauthorized port scanning;
- ✦ violate the rules, regulations, terms of service or other policies applicable to any network, server, computer database, service, application, system or website that you access or use;
- ✦ access any other person's or entity's computer, software or data without their knowledge and consent, breach the security of another user or attempt to circumvent the user authentication or security of any host, network, or account, including, but not limited to, accessing data not intended for you, logging into or making use of a server or account that you are not expressly authorized to access or probing the security of other networks without express authorization to do so;
- ✦ distribute programs that make unauthorized changes to software (also known as "cracks");
- ✦ use or run dedicated stand-alone equipment or servers or programs from the customer's premises that provide network content or any other services to others, including, but not limited to, email, web hosting, file sharing and proxy services and servers;
- ✦ restrict, inhibit or otherwise interfere with the ability of any other person or entity, regardless of intent, purpose or knowledge, to use or enjoy their equipment or the Service, including, but not limited to, by posting or transmitting any information, software or material that contains a worm, virus or other harmful feature, or by generating levels of traffic sufficient to impede their ability to use, send or retrieve information; or
- ✦ restrict, inhibit, interfere with or otherwise disrupt or cause a performance degradation or manipulation, regardless of intent, purpose or knowledge, to the Service or any MetroCast (or MetroCast supplier) host, server, backbone network, node or service, or otherwise cause a performance degradation or manipulation to any MetroCast (or MetroCast supplier) facilities used to deliver the Service.

## You also may not:

- ✦ copy, distribute or sublicense any software provided in connection with the Service, except that you may make one copy of each software program for back-up purposes only;
- ✦ service, alter, modify or tamper with MetroCast equipment (including any embedded software) or the Service (including the speed of the Service) or permit any other person or entity who is not authorized by MetroCast to do so;
- ✦ access or use the Service with an Internet Protocol ("IP") address other than an IP address provided for you by MetroCast, or otherwise alter, modify or tamper with your IP address assignment or method of assignment;
- ✦ resell the Service or otherwise make available outside of the customer's premises the ability to use the Service (for example, through wi-fi or other methods of networking), in whole or in part, directly or indirectly, including, but not limited to, for operation as an internet service provider or for a business enterprise or purpose, whether or not for profit; or
- ✦ use the Service for any type of use that is not recreational, residential or personal use.

## Excessive Bandwidth Consumption



High-speed bandwidth and network resources are not unlimited. Managing MetroCast's network is essential as MetroCast works to promote the use and enjoyment of the Internet by our customers. As explained above, the Service is for recreational, residential and personal use. MetroCast has established a monthly bandwidth usage limit per Service account. Service usage may not exceed the following limits for each type of subscriber account:

**MetroCast Subscriber Account: Monthly Bandwidth Usage Limit:**

MetroCast Access	25 GB
MetroCast High Speed Basic	100 GB
MetroCast High Speed	250 GB
MetroCast Gamer	350 GB

Use of the Service in violation of the limits above is a violation of this Policy. Note that the retail names of the services (Access, High Speed Basic, High Speed and Gamer) may be subject to change.

Common activities that may cause excessive bandwidth consumption in violation of this Policy include, but are not limited to, numerous or continuous bulk transfer of files and other high-capacity traffic using hypertext transfer protocol ("HTTP"), file transfer protocol ("FTP"), video transfers, peer-to-peer applications and newsgroups. In the event that your usage of the Services exceeds the above-described limits, MetroCast may, in its sole discretion, suspend or terminate your Service account or request that you upgrade your Service level, or subscribe to a version of MetroCast's commercial grade Internet service if you wish to continue higher bandwidth consumption levels. MetroCast's determination of the level of bandwidth consumption by Service accounts is final and binding.

**Computer and Data Security**

You are responsible for maintaining the security of your computer and any other device that you use in connection with the Service, and any data stored on that computer or device. You are responsible for implementing standard anti-virus practices, including using anti-virus software with up-to-date virus definitions. If you use a wireless modem, router or other device in connection with the Service, you are also responsible for taking security measures that are recommended by the manufacturer of the wireless device.

**Email Accounts**

Without limiting any other termination rights that MetroCast has under this Policy, MetroCast reserves the right to disable any email account that is inactive for more than ninety (90) days, and to terminate any email account that is inactive for more than one (1) year. MetroCast will consider an email account inactive from the last date that you have logged into and accessed that email account. In order to avoid having your email account disabled, you must log into your email account at least once every ninety (90) days. MetroCast is not responsible for forwarding email sent to any account that has been disabled, suspended or terminated. At MetroCast's discretion, any such email will be returned to the sender, ignored, deleted, or stored temporarily. In the event that a Service account is terminated for any reason, all email associated with that account (and any secondary accounts) will be permanently deleted. MetroCast also reserves the right to delete any email message in any email account that has not been read or retrieved from the account for more than one hundred and twenty (120) days after such message is received. If MetroCast deletes email messages from your account, they may not be retrieved later. You are solely responsible for backing up and archiving any important email.

MetroCast also reserves the right to establish and modify general practices and limits concerning the use of email accounts, including without limitation, the maximum number of days that email messages will be stored, the maximum number of email messages that may be sent from or received by an email account, the maximum size of any email message that may be sent from or received by an account, and the maximum disk space that will be allotted on our servers to an e-mail account on your behalf. You agree that MetroCast has no responsibility or liability for the deletion of or failure to store any messages and other communications or other content maintained or transmitted by using a MetroCast email account. MetroCast may notify you of any such general practices or changes thereto by email.

**Policy Violations**

MetroCast, in its sole and absolute discretion and without limiting any other rights or remedies it may have, may suspend or terminate the Service for failure to comply with the provisions of this Policy.

If you are a subscriber to the Service, you are responsible for any violations of this Policy by anyone else using it through your account, regardless of whether the violation was done without your knowledge or consent.

You agree to indemnify, defend, and hold harmless MetroCast, its affiliates, shareholders, members, managers, officers, directors, employees and agents from and against any and all claims, demands, costs and expenses (including reasonable attorneys' fees and any cost or fees for investigation of such claims or demands) resulting from you or any user of your account violating this Policy.

MetroCast is not obligated to monitor the activity of Service accounts to determine whether there are violations of this Policy. However, MetroCast reserves the right to investigate suspected violations of this Policy, including the gathering of information from the user or users involved and the complaining party, if any, and examination of material on MetroCast's servers and network. The failure by MetroCast or its suppliers to enforce this Policy shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect.

**Policy Updates**

MetroCast reserves the right to update or modify this Policy from time to time. Any such update or modification will be effective immediately upon posting. MetroCast will use reasonable efforts to make customers aware of any changes to this Policy, which may include sending e-mail announcements or posting information on MetroCast's website. Customers of the Service should read any MetroCast announcements that they receive and regularly visit the MetroCast website and review this Policy to ensure that their activities conform to the most current version.

**Contact Us**

If you have any questions regarding this Policy or to report a violation of this Policy, please contact MetroCast at [aup@metrocast.com](mailto:aup@metrocast.com).

Effective Date: January 1, 2011



VIDEO

INTERNET

PHONE

VIP PACKAGE

# MetroCast Network Management Policy

Printer Friendly

## How does MetroCast apply the FCC's Open Internet Policies?

MetroCast provides Internet services to customers located in New Hampshire, Maine, Connecticut, Pennsylvania, Maryland, Virginia, Mississippi, Alabama and South Carolina. Our Internet services are provided over MetroCast's hybrid fiber optic-coaxial cable network, which also delivers video and voice services to our customers. We are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression.

The purpose of this disclosure is to provide information regarding our network management practices and the performance and commercial terms of our broadband Internet access services to enable our customers to make informed choices regarding the purchase and use of our services, in accordance with the disclosure rules of the Federal Communications Commission. MetroCast does not block any lawful content, applications, services, or our customers' use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our customers as described below. This disclosure is intended to be informational and does not replace or alter the legal terms and conditions of our service, which are posted at <http://www.metrocast.com/policies.cfm>.

## Internet Service Speeds

MetroCast's broadband Internet services are available at different upload and download speeds and price points depending on the uses that the customer wants to make of the broadband connection (e.g. email, web browsing, video and audio streaming, gaming, or downloading large files). The specific levels of Internet service that are available can be found at [http://www.metrocast.com/internet\\_packages.cfm](http://www.metrocast.com/internet_packages.cfm) for all residential Internet packages and at [http://www.metrocastbusiness.com/business\\_internet\\_packages.cfm](http://www.metrocastbusiness.com/business_internet_packages.cfm) for all commercial Internet packages<sup>1</sup>, where customers can also obtain information about the typical applications that are suitable for each service level.

While MetroCast engineers its network to achieve the "up to" speeds for each of the service levels offered, we cannot guarantee that individual customers always will experience those speeds. The following variables (which are often out of MetroCast's control) can affect the actual speeds experienced by a customer:

- Performance of a customer's computer**, including its age, processing capability, operating system, the number of applications running simultaneously, and the presence of any adware and viruses.
- Type of connection between a customer's computer and modem**. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion.
- The distance packets travel (round trip time of packets)** between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection may cross the networks of multiple providers before reaching its destination, and the limitations of those networks most likely will affect the overall speed of that Internet connection.
- Congestion or high usage levels**. If a large number of visitors are accessing a site or particular destination at the same time, a customer's connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. Performance also can be affected by heavy use of our Internet service by our customers, which sometimes results in periods of congestion within our network.
- Gating of speeds or access by the website or destination**. In order to control traffic or performance, many websites limit the speeds at which visitors can download material from their sites. Those limitations will carry through to a customer's connection.
- The performance of the cable modem you have installed**. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds. Please see the "Equipment" section below.

In addition to the variables described above, customers' Internet speed will depend on the service level to which they subscribe. MetroCast performed internal speed tests from a number of points within our networks. Performance data was collected during the "busy hour" (7 p.m. to 11 p.m. Monday through Friday) for each of the Internet service levels offered by MetroCast. Our tests measured broadband performance on a sample of our systems and the results below do not reflect the performance levels to be expected by any individual customer served by any particular MetroCast system.

### Internal Test Results<sup>2</sup>

Service Level	Internet Access	High Speed Basic	High Speed Internet	High Speed Ultra
Mean Download Speed	245 Kbps	5.03 Mbps*	16.34 Mbps*	45.52 Mbps*
Mean Upload Speed	119 Kbps	714 Kbps*	1.43 Mbps*	4.55 Mbps*
Mean Latency (in milliseconds) <sup>3</sup>	21	21	21	21

<sup>1</sup>In MetroCast's Carthage MS, Forest MS, Kosciusko MS, and South Carolina systems, the High Speed Basic Service level speeds are up to 1.5 Mbps by 256 Kbps rather than 4 Mbps by 512 Kbps, the High Speed Internet Service level speeds are up to 7 Mbps by 512 Kbps rather than up to 15 Mbps by 1 Mbps, and the High Speed Ultra Service level speeds are up to 10 Mbps by 1 Mbps rather than up to 50 Mbps by 5 Mbps. In all of MetroCast's Mississippi systems, there is also a High Speed Economy Service offering and its speed levels are up to 1.5 Mbps x 256 Kbps. These systems and this additional service, respectively, were not included in the speed testing.

Customers are able to test the speeds that they are receiving on MetroCast's network at <http://speedcheck.metrocast.net>.

Customers' use of our Digital Phone service has no discernable impact on their Internet service performance.

## Commercial Terms of Internet Service

MetroCast has multiple levels of residential Internet service available, and the price of each service level is set forth at [http://www.metrocast.com/internet\\_packages.cfm](http://www.metrocast.com/internet_packages.cfm). From time to time, MetroCast will make available promotional rates and discounts for our Internet services. More information on our current promotions is available at <http://www.metrocast.com/promotions.cfm>. As set forth in our Internet Acceptable Use Policy available at [http://metrocast.com/policy\\_HSI\\_AUP.cfm](http://metrocast.com/policy_HSI_AUP.cfm), MetroCast has several monthly bandwidth usage thresholds associated with its different service levels. If a customer exceeds the monthly bandwidth usage threshold associated with their service level, MetroCast may, in its sole discretion, suspend or terminate their Internet service or request that they upgrade their service level, or subscribe to a version of MetroCast's commercial grade service. More information on our commercial grade service levels is available at [http://www.metrocastbusiness.com/business\\_internet\\_packages.cfm](http://www.metrocastbusiness.com/business_internet_packages.cfm).

## Internet Privacy Policies

MetroCast values the privacy of our Internet service customers and follows procedures to ensure that information we collect is reasonably protected. Additional details concerning the types of information MetroCast collects, how the information is used and customer privacy rights can be found at [http://www.metrocast.com/policy\\_HSI\\_PP.cfm](http://www.metrocast.com/policy_HSI_PP.cfm).

## Network Management

In order to ensure that our customers receive high quality Internet service, MetroCast uses various practices to manage our network. These practices help to ensure that our customers have access to sufficient broadband capacity at all times, including during periods of high demand, and that our network and customers are protected against malware, spam, viruses and other threats originating over the Internet.

### Congestion Management Practices

Except as specifically described below, we do not target specific types of traffic based on the nature of the technology or the identity of the provider, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. We may utilize network address translation to enable multiple customers to share a single IP version 4 ("IPv4") address due to the increasing scarcity of IPv4 addresses. In addition, in connection with the transition from IPv4 addresses to IP version 6 ("IPv6") addresses, we may also utilize network address translation or other mechanisms to provide access to IPv4-only supported content to customers whose devices do not support IPv4, or to provide access to IPv6-only supported content to customers whose devices do not support IPv6 content. We do not block or manage any specific protocols or protocol ports, except that we do so to prevent residential Internet customers from operating servers or server-like daemons and processes, or in rare cases we may take other corrective action after providing written notice to a customer who has violated the terms of service.

Residential customers are prohibited from using or running dedicated stand-alone equipment or servers or programs from the customer's premises that provide network content or any other services to others, including, but not limited to, email, web hosting, file sharing and proxy services and servers (e.g. FTP, file or game). For further information regarding prohibited uses see [http://www.metrocast.com/policy\\_HSI\\_AUP.cfm](http://www.metrocast.com/policy_HSI_AUP.cfm).

As set forth in our Internet Acceptable Use Policy available at [http://www.metrocast.com/policy\\_HSI\\_AUP.cfm](http://www.metrocast.com/policy_HSI_AUP.cfm), MetroCast has monthly bandwidth usage thresholds associated with its different service levels. While MetroCast does not employ any physical methods to limit speeds of heavy users during periods of congestion or restrict traffic, it does contact customers who exceed their applicable monthly bandwidth usage thresholds to advise those customers to reduce their usage, or if they wish to continue consuming bandwidth in excess of their applicable service level limits, to request that they upgrade their service level or subscribe to a version of MetroCast's commercial grade service. As described in the "Commercial Terms of Internet Service" section above, MetroCast reserves the right to suspend or terminate the Internet service of any customer whose use exceeds his or her monthly limits.

### Network Security

MetroCast uses a number of tools and techniques to protect its network and customers from malicious and unwanted Internet traffic such as preventing the distribution of viruses or other harmful code and preventing the delivery of spam to customer email accounts. Because the nature of external threats to the network are constantly evolving, MetroCast's network security practices necessarily are dynamic and regularly changing. In general, these security practices should not have any effect on our customers' use of their network connections.

### Equipment

MetroCast supports the use of DOCSIS 2.0 and 3.0 modems and non-complying standards will not operate with our network's performance standards. The following modem models are approved by MetroCast to help ensure the best possible Internet performance: DOCSIS 3.0 Motorola SB6121 and SB6180 modems; DOCSIS 3.0 ARRIS CM820 modems; DOCSIS 3.0 Motorola SBG6580 wireless modems; DOCSIS 3.0 ARRIS DG860A wireless modems; DOCSIS 3.0 ARRIS TG852 and TG862 wireless modem/eMTAs; DOCSIS 3.0 ARRIS CM820 modems; and DOCSIS 3.0 ARRIS TM822 eMTAs. Customers may rent modems from us, or obtain them from a third party. Voice eMTAs may only be rented from MetroCast, as eMTAs purchased from third parties are not permitted on our network.

## Questions / Complaint Process

### Existing MetroCast Customers

Existing MetroCast customers who have any questions or wish to lodge a complaint concerning MetroCast's Internet services or policies should contact your local [MetroCast Technical Support](#) department.

If the question or complaint involves the performance of your Internet service, please first run a speed test at <http://speedcheck.metrocast.net> and provide us with the result when you contact us. If you have home network or wireless devices, try plugging your Ethernet cable directly into your cable modem from your PC to determine whether your devices are the source of the problem.

### Other Questions/Complaints

If you are not an existing MetroCast customer but have a question or complaint regarding our Internet service please contact MetroCast's Abuse







## Statement of Service

Page 1 of 3

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8282 1600 ZM RP 06 09072014 YNNNNYNN 01 001088 0004

536 HEMLOCK BROOK RD  
BRISTOL NH 03222-3475

330099612004008



Billing Date: September 6, 2014

Account Number: [REDACTED]

### How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm [www.MetroCast.com](http://www.MetroCast.com)  
Phone hrs 24/7 1-800-952-1001

### For Service At...

536 HEMLOCK BROOK RD  
BRISTOL NH 03222-3475

## Account Summary

We appreciate your business. Payment must be received on or before the due date to avoid a late payment fee (taxes may apply). This invoice does not include account activity after the statement date.

Please see reverse side for account details.

Previous Balance	\$ 269.89
Payment(s)	-269.89
Monthly Charge(s)	189.25
Adjustment(s)	0.09
Taxes & Fee(s)	13.15
Balance Due	<b>\$ 202.49</b>
Payment Due Date	09/26/14



## For Your Information

IMPORTANT CHANNEL INFORMATION Fusion, an information, news & lifestyle network, will join Digital Basic on chs. 216 & 797 on September 30, 2014. See [www.MetroCast.com](http://www.MetroCast.com) for details.

For more information about MetroCast go to [MetroCast.com](http://MetroCast.com) or chat with an online representative at [MetroCast.com/Support](http://MetroCast.com/Support). For your convenience we accept all major credit cards and offer online bill pay or recurring bill pay options.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.

☐ Check here for change of billing information or comment.  
Note: Changes **MUST** appear on reverse side.

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253



Billing Date: September 6, 2014

Account Number: [REDACTED]

Name: [REDACTED]

536 HEMLOCK BROOK RD  
BRISTOL NH 03222-3475

Balance Due **\$ 202.49**  
Payment Due Date **09/26/14**  
Amount Enclosed \$ [REDACTED]

**Account Detail**

This statement is for services from 09/12/14 through 10/11/14.

Previous Balance ..... \$ 269.89

**Payment(s)**

08/15 Payment - Thank You ..... -269.89

**Monthly Charge(s)**

09/12 - 10/11		
09/12 - 10/11		
09/12 - 10/11	Emta Equipment Fee .....	6.00
09/12 - 10/11	Additional Phone Line .....	12.95
09/12 - 10/11		
09/12 - 10/11	MetroCast VIP Plus .....	154.90
	<b>Subtotal</b> .....	<b>189.25</b>

**Adjustment(s)**

08/25

**Taxes & Fee(s)**

09/06	FCC Regulatory Fee .....	0.09
09/06	Federal Telecom Relay Service Fee .....	0.29
09/06	Federal Universal Service Fund Fee .....	2.57
09/06	Emergency 911 Fee .....	1.14
09/06	Franchise Fee .....	5.44
09/06	Communication Tax (phone) .....	3.62
	<b>Subtotal</b> .....	<b>13.15</b>

Balance Due ..... **\$ 202.49**

By sending your check, you authorize MetroCast to convert your check into an electronic payment. This process captures an image of your check thus destroying the physical check. You understand the funds may be debited from your account as early as the same day payment is received and that your bank will not return your original check to you. For immediate assistance with Closed Captioning in the NH Region please call, fax or email the following: Phone - 800-952-1001; Fax - 603-524-5190; customerservice@metrocast.com Written Complaints may be sent to: closedcaptioning@metrocast.com; Fax: (610) 993-1100 Or Mailed to: Megan Taylor, ParaLegal, Harron Communications, 70 E. Lancaster Ave., Frazer, PA 19355 If you have questions about a written complaint, you can reach Ms. Taylor by calling (610) 993-1077. PLEASE NOTE: This number should only be used in connection with written closed captioning complaints. Immediate concerns should be directed to the number(s) listed above.

SG4AG0CN

Your Franchise Authority Is: Town Of Bristol 230 Lake St Bristol, NH 03222 Community Id# Nh0071

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_ Home Phone ( ) \_\_\_\_\_

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United States Census Bureau

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ADVANCED SEARCH

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Search - Use the options on the left (topics, geographies, ...) to narrow your search results

Your Selections

'Your Selections' is empty

Search using the options below:

Topics

(age, income, year, dataset, ...)

Geographies

(states, counties, places, ...)

Race and Ethnic Groups

(race, ancestry, tribe)

Industry Codes

(NAICS industry, ...)

EEO Occupation Codes

(executives, analysts, ...)

Select Geographies

List

Name

Address

Map

Enter search terms and an optional geography and click GO

street address

city

state

zip

GO

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest available address data beginning with 2013 and working backwards, based on the contents of Your Selections.

Geographies containing 536 Hemlock Brook Rd, BRISTOL, NH, 03222:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Grafton County, New Hampshire	County	050
Bristol town, Grafton County, New Hampshire	County Subdivision	060
Block 4008, Block Group 4, Census Tract 9612, Grafton County, New Hampshire	Block	100
Census Tract 9612, Grafton County, New Hampshire	Census Tract	140
Block Group 4, Census Tract 9612, Grafton County, New Hampshire	Block Group within Census Tract	150
Clarendon-Lebanon, NH-VT Micro Area	Metro/Micro Statistical Area	310
Congressional District 2 (113th Congress), New Hampshire	Congressional District	500
State Senate District 2 (2012), New Hampshire	State Legislative District (Upper)	610
State House District Grafton County No. 9 (2012), New Hampshire	State Legislative District (Lower)	620
TOWN OF BRISTOL Voting District, Grafton County, New Hampshire	Voting District/Remainder	700
Northern New Hampshire--Grafton & Coos Counties PUMA, New Hampshire	Public Use Microdata Area (PUMA)	795
ZCTA5 03222	5-Digit ZCTA	860
ZIP 03222 (Bristol, NH)	5-Digit ZIP Code	861
Remainder of New Hampshire, New Hampshire	School District (Elementary)/Remainder	950
Remainder of New Hampshire, New Hampshire	School District (Secondary)/Remainder	960
Newfound Area School District, New Hampshire	School District (Unified)/Remainder	970
Bristol town, New Hampshire	Economic Place	E60

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Accessibility

Information Quality

FOIA

Data Protection & Privacy Policy

U.S. Dept of Commerce

United States Census Bureau

Source: U.S. Census Bureau | American FactFinder

http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml?re=addr&refresh=[10/17/2014 1:20:23 PM]



## Statement of Service

Page 1 of 2

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8282 1600 ZM RP 21 09222014 YYNNNNNN 01 011542 0032

Billing Date:

September 21, 2014

Account Number:

How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm www.MetroCast.com  
Phone hrs 24/7 1-800-952-1001

For Service At...

39 RAVINE DR  
BRISTOL NH 03222-3594

330099612004026



## Account Summary

We appreciate your business. Payment must be received on or before the due date to avoid a late payment fee (taxes may apply). This invoice does not include account activity after the statement date.

Please see reverse side for account details.

Previous Balance	\$ 39.72
Payment(s)	-39.72
Monthly Charge(s)	37.45
Taxes & Fee(s)	2.26
<b>Balance Due</b>	<b>\$ 39.71</b>
<b>Payment Due Date</b>	<b>10/11/14</b>



## For Your Information

Your billing statement reflects an adjustment to the FCC regulatory fee.

**IMPORTANT CHANNEL INFORMATION** Fusion, an information, news & lifestyle network, will join Digital Basic on chs. 216 & 797 on September 30, 2014. See [www.MetroCast.com](http://www.MetroCast.com) for details.

For more information about MetroCast go to [MetroCast.com](http://MetroCast.com) or chat with an online representative at [MetroCast.com/Support](http://MetroCast.com/Support). For your convenience we accept all major credit cards and offer online bill pay or recurring bill pay options.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.

☐ Check here for change of billing information or comment.  
Note: Changes **MUST** appear on reverse side.

Billing Date:

September 21, 2014

Account Number:

Name:

**Balance Due** \$ 39.71  
**Payment Due Date** 10/11/14  
**Amount Enclosed** \$

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253





**Account Detail**

This statement is for services from 09/22/14 through 10/21/14.

Previous Balance ..... \$ 39.72

**Payment(s)**

09/11 Payment - Thank You ..... -39.72

**Monthly Charge(s)**

09/22 - 10/21

09/22 - 10/21

Subtotal ..... 37.45

**Taxes & Fee(s)**

09/21 FCC Regulatory Fee ..... 0.08

09/21 Franchise Fee ..... 2.18

Subtotal ..... 2.26

Balance Due ..... **\$ 39.71**

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PLEASE NOTE: This number should only be used in connection with written closed captioning complaints. Immediate concerns should be directed to the number(s) listed above.

SG4AG0CN

Your Franchise Authority Is: Town Of Bristol 230 Lake St Bristol, NH 03222 Community Id# Nh0071

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_ Home Phone ( ) \_\_\_\_\_

Search - Use the options on the left (topics, geographies, ...) to narrow your search results

Your Selections

'Your Selections' is empty

Search using the options below:

Topics  
(age, income, year, dataset, ...)

Geographies  
(states, counties, places, ...)

Race and Ethnic Groups  
(race, ancestry, tribe)

Industry Codes  
(NAICS industry, ...)

EEO Occupation Codes  
(executives, analysts, ...)

To search for tables and other files in American FactFinder:

Select Geographies

ListNameAddressMap

Enter search terms and an optional geography and click GO

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest available address data beginning with 2013 and working backwards, based on the contents of Your Selections.

street address

city

state

-- select a state --

zip

GO

Geographies containing 39 Ravine Dr, BRISTOL, NH, 03222:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Grafton County, New Hampshire	County	050
Bristol town, Grafton County, New Hampshire	County Subdivision	060
Block 4026, Block Group 4, Census Tract 9612, Grafton County, New Hampshire	Block	100
Census Tract 9612, Grafton County, New Hampshire	Census Tract	140
Block Group 4, Census Tract 9612, Grafton County, New Hampshire	Block Group within Census Tract	150
Clarendon-Lebanon, NH-VT Micro Area	Metro/Micro Statistical Area	310
Congressional District 2 (113th Congress), New Hampshire	Congressional District	500
State Senate District 2 (2012), New Hampshire	State Legislative District (Upper)	610
State House District Grafton County No. 9 (2012), New Hampshire	State Legislative District (Lower)	620
TOWN OF BRISTOL Voting District, Grafton County, New Hampshire	Voting District/Remainder	700
Northern New Hampshire--Grafton & Coos Counties PUMA, New Hampshire	Public Use Microdata Area (PUMA)	795
ZCTA5 03222	5-Digit ZCTA	860
ZIP 03222 (Bristol, NH)	5-Digit ZIP Code	861
Remainder of New Hampshire, New Hampshire	School District (Elementary)/Remainder	950
Remainder of New Hampshire, New Hampshire	School District (Secondary)/Remainder	960
Newfound Area School District, New Hampshire	School District (Unified)/Remainder	970
Bristol town, New Hampshire	Economic Place	E60

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## Statement of Service

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8282 1600 ZM DO 27 09282014 NNNNNNNN 01 999977



330099612005047

Billing Date: September 27, 2014

Account Number:



### How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm [www.MetroCast.com](http://www.MetroCast.com)  
Phone hrs 24/7 1-800-952-1001

### For Service At...

48 SHORE DR  
BRISTOL NH 03222-3650

## Account Summary

We appreciate your business. Payment must be received on or before the due date to avoid a late payment fee (taxes may apply). This invoice does not include account activity after the statement date.

Previous Balance	\$ 55.95
Payment(s)	-58.29
Monthly Charge(s)	-41.11
Credit Balance	<b>-\$ 43.45</b>



Please see reverse side for account details.

## For Your Information

Your billing statement reflects an adjustment to the FCC regulatory fee.

For more information about MetroCast go to [MetroCast.com](http://MetroCast.com) or chat with an online representative at [MetroCast.com/Support](http://MetroCast.com/Support). For your convenience we accept all major credit cards and offer online bill pay or recurring bill pay options.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.

☐ Check here for change of billing information or comment.  
Note: Changes **MUST** appear on reverse side.

Billing Date: September 27, 2014

Account Number: 8282 16 022 0024834

Name:



\$ 0.00

Amount Enclosed \$

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253



**Account Detail**

This statement is for services from 09/29/14 through 10/28/14.

Previous Balance ..... \$ 55.95

**Payment(s)**

09/22 Payment - Thank You ..... -58.29

**Monthly Charge(s)**

09/29 - 10/28 ..... 3.95

09/03 ..... 3.42

09/03 Modem Rental ..... Partial Month(s) 09/03-09/28 -4.33

09/03 MetroCast High Speed ..... Partial Month(s) 09/03-09/28 -44.15

**Subtotal** ..... **-41.11****Balance Due** ..... **-\$ 43.45**

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SG4AG0CN

Your Franchise Authority is: Town Of Bristol 230 Lake St Bristol, NH 03222 Community Id# Nh0071

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_ Home Phone ( ) \_\_\_\_\_



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GUIDED SEARCH

ADVANCED SEARCH

DOWNLOAD CENTER

Your Selections

'Your Selections' is empty

Search using the options below:

Topics

(age, income, year, dataset, ...)

Geographies

(states, counties, places, ...)

Race and Ethnic Groups

(race, ancestry, tribe)

Industry Codes

(NAICS industry, ...)

EEO Occupation Codes

(executives, analysts, ...)

Select Geographies

List

Name

Address

Map

Enter search terms and an optional geography and click GO

street address

city

state

zip

-- select a state --

GO

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest available address data beginning with 2013 and working backwards, based on the contents of Your Selections.

Geographies containing 48 Shore Dr, BRISTOL, NH, 03222:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Grafton County, New Hampshire	County	050
Bristol town, Grafton County, New Hampshire	County Subdivision	060
Block 5047, Block Group 5, Census Tract 9612, Grafton County, New Hampshire	Block	100
Census Tract 9612, Grafton County, New Hampshire	Census Tract	140
Block Group 5, Census Tract 9612, Grafton County, New Hampshire	Block Group within Census Tract	150
Clarendon-Lebanon, NH-VT Micro Area	Metro/Micro Statistical Area	310
Congressional District 2 (113th Congress), New Hampshire	Congressional District	500
State Senate District 2 (2012), New Hampshire	State Legislative District (Upper)	610
State House District Grafton County No. 9 (2012), New Hampshire	State Legislative District (Lower)	620
TOWN OF BRISTOL Voting District, Grafton County, New Hampshire	Voting District/Remainder	700
Northern New Hampshire--Grafton & Coos Counties PUMA, New Hampshire	Public Use Microdata Area (PUMA)	795
ZCTA5 03222	5-Digit ZCTA	860
ZIP 03222 (Bristol, NH)	5-Digit ZIP Code	861
Remainder of New Hampshire, New Hampshire	School District (Elementary)/Remainder	950
Remainder of New Hampshire, New Hampshire	School District (Secondary)/Remainder	960
Newfound Area School District, New Hampshire	School District (Unified)/Remainder	970
Bristol town, New Hampshire	Economic Place	E60

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United States Census Bureau

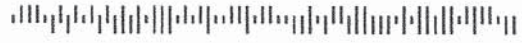
Source: U.S. Census Bureau | American FactFinder

http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml?re=addr&refresh=[10/17/2014 1:28:48 PM]

METROCAST CABLEVISION  
9 APPLE RD BELMONT NH 03220-3251  
8282 1600 ZM RP 21 09222014 YNNNNYNN 01 002942 0009



330099612005048



## Statement of Service

Page 1 of 5  
Billing Date: September 21, 2014  
Account Number: [REDACTED]

### How to reach us ....

Office hrs M-F 8:00am-6:30pm  
Sat 8am-4:30pm www.MetroCast.com  
Phone hrs 24/7 1-800-952-1001

### For Service At...

11 HOBART RD FL 1  
BRISTOL NH 03222-3507

## Account Summary

We appreciate your business. Payment must be received on or before the due date to avoid a late payment fee (taxes may apply). This invoice does not include account activity after the statement date.

Please see reverse side for account details.

Previous Balance	\$ 112.18
Payment(s)	-112.18
Monthly Charge(s)	107.19
Adjustment(s)	3.13
Taxes & Fee(s)	4.24
<b>Balance Due</b>	<b>\$ 114.56</b>
<b>Payment Due Date</b>	<b>10/11/14</b>



## For Your Information

Your billing statement reflects an adjustment to the FCC regulatory fee.

IMPORTANT CHANNEL INFORMATION Fusion, an information, news & lifestyle network, will join Digital Basic on chs. 216 & 797 on September 30, 2014. See [www.MetroCast.com](http://www.MetroCast.com) for details.

For more information about MetroCast go to [MetroCast.com](http://MetroCast.com) or chat with an online representative at [MetroCast.com/Support](http://MetroCast.com/Support). For your convenience we accept all major credit cards and offer online bill pay or recurring bill pay options.

## Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **METROCAST CABLEVISION**.

☐ Check here for change of billing information or comment.  
Note: Changes **MUST** appear on reverse side.

Billing Date: September 21, 2014  
Account Number: [REDACTED]  
Name: [REDACTED]

Balance Due \$ 114.56  
Payment Due Date 10/11/14  
Amount Enclosed \$ [REDACTED]

METROCAST CABLEVISION  
PO BOX 9253  
CHELSEA MA 02150-9253



**Account Detail**

This statement is for services from 09/21/14 through 10/20/14.

Previous Balance ..... \$ 112.18

**Payment(s)**

08/26 1-Time EFT Payment ..... -112.18

**Monthly Charge(s)**

09/21 - 10/20 PR COM Docsis 3.0 Modem ..... 5.00

09/21 - 10/20 Mbs Modem Discount ..... -5.00

09/21 - 10/20 PR COM Business HSD ..... 99.95

09/21 - 10/20 [REDACTED] ..... [REDACTED]

09/21 - 10/20 PR COM 2port Emta Equip ..... 6.00

09/21 - 10/20 PR COM P1 Basic Phone ..... 34.95

09/21 - 10/20 [REDACTED] ..... [REDACTED]

**Subtotal** ..... **107.19****Adjustment(s)**

09/15 [REDACTED] ..... 1.50

09/15 [REDACTED] ..... 1.63

**Subtotal** ..... **3.13****Taxes & Fee(s)**

09/21 Federal Telecom Relay Service Fee ..... 0.15

09/21 Federal Universal Service Fund Fee ..... 1.37

09/21 Emergency 911 Fee ..... 0.57

09/21 Communication Tax (phone) ..... 2.15

**Subtotal** ..... **4.24****Balance Due** ..... **\$ 114.56**

Your Franchise Authority is: Town Of Bristol 230 Lake St Bristol, NH 03222 Community Id# Nh0071

**New Billing Address?** Please print only new billing information below and check the box on the reverse side. Thank You.

New Address/Comment \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_ Home Phone ( ) \_\_\_\_\_

U.S. Department of Commerce

United States Census Bureau

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Your Selections

'Your Selections' is empty

Search using the options below:

Topics

(age, income, year, dataset, ...)

Geographies

(states, counties, places, ...)

Race and Ethnic Groups

(race, ancestry, tribe)

Industry Codes

(NAICS industry, ...)

EEO Occupation Codes

(executives, analysts, ...)

1

Select Geographies

Enter search terms and an optional geography and click GO

List

Name

Address

Map

street address

city

state

zip

GO

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'.

Note: address search will use the latest available address data beginning with 2013 and working backwards, based on the contents of Your Selections.

Geographies containing 11 Hobart Rd, BRISTOL, NH, 03222:

Select geographies to add to Your Selections

Geography Results:

Geography Name	Geography Type	Geography Code
New Hampshire	State	040
Grafton County, New Hampshire	County	050
Bristol town, Grafton County, New Hampshire	County Subdivision	060
Block 5048, Block Group 5, Census Tract 9612, Grafton County, New Hampshire	Block	100
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United States Census Bureau

Source: U.S. Census Bureau | American FactFinder

http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml?re=addr&refresh=[10/17/2014 1:33:54 PM]